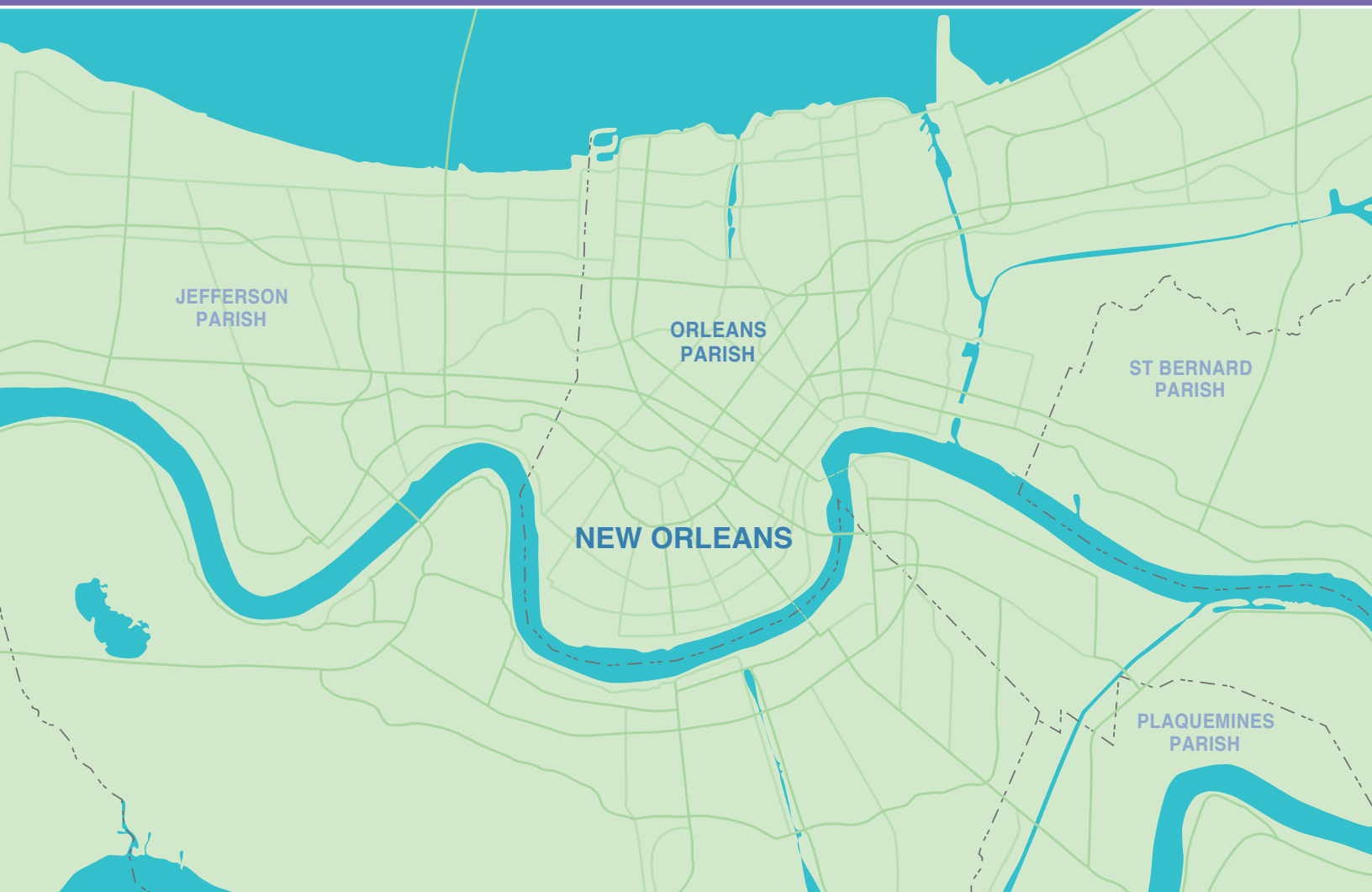


NEW ORLEANS THREE YEARS AFTER THE STORM: The Second Kaiser Post-Katrina Survey, 2008



AUGUST 2008

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EXECUTIVE SUMMARY

Nearly three years after Hurricane Katrina and the devastating levee breaches that followed in its wake, the Kaiser Family Foundation is releasing the second of at least three planned surveys of the New Orleans area, this one focused specifically on Orleans Parish. In the first survey, fielded in the fall of 2006, we were able to quantify the myriad ways in which the storm had impacted people's lives – from their financial and employment situations to their access to needed health care to their personal relationships – as well as to paint a portrait of a city underwhelmed but not discontented with the progress being made in rebuilding. By surveying the population again in 2008 we hope to offer an over-time assessment of residents' needs, goals and concerns, to give people a continuing chance to speak out regarding the massive rebuilding effort playing out in their midst, and to help inform those struggling with recovery. As always, we also hope to keep the challenges facing New Orleans from fading out of the national spotlight.

The results of the new survey – fielded in the spring of 2008 – are sobering, suggesting that many New Orleans residents are disappointed by the pace of the recovery effort, that some perceive a lack of opportunity in the city, and that many feel forgotten by their nation and its leaders. The survey finds that the city's population, while substantially reduced in size, is overwhelmingly made up of people who lived in New Orleans before the storm hit, with nine in ten reporting they are Katrina survivors. These residents knew the city pre-disaster, and not only have that pre-flood city as their baseline but may also have overly high expectations about the power of the rebuilding process to create a "new" New Orleans, one in which pre-existing social problems would be lessened or even erased. The survey provides a sense that these high expectations are not being matched by the reality on the ground. In many ways, in fact, the problems and challenges facing the city are as daunting as they were a year and a half ago, when we first surveyed the population at Katrina's one-year anniversary. In at least one area – mental health challenges – they seem to have become even more visible.

At the same time, however, most living in New Orleans continue to believe that, although change may come slowly, the city will yet come back. The survey also finds pockets of hope – from improving views of race relations to better access to health care to satisfaction with local opportunities for worship – and areas where life, for many people, has returned to normal.

KEY FINDINGS

Rating the official recovery process: Right direction, inadequate progress

As was true in 2006, a narrow majority of New Orleans residents (56 percent) say that the rebuilding and recovery process is going in the right direction. But at the same time, fully half of those living in the parish say they are either dissatisfied (41 percent) or angry (11 percent) with the amount of progress that has been made.

The survey suggests this widespread frustration with the pace of the recovery effort is linked to a feeling that on certain tough but high priority issues facing this urban area progress is not meeting public expectations. Of the top four issues that city residents name as their rebuilding priorities – storm protection, crime control, health care access and the public schools – only on storm protection do the majority of residents say they see at least some progress.

Specifically, six in ten say they do see at least some progress on the critical issue of levee repair, but at the same time seven in ten say they see little or no progress in controlling crime and assuring public safety. More than half say they see little or no progress on health care and the public schools, compared to roughly four in ten who see at least some progress in each area. As was true in 2006, a large majority of city dwellers (89 percent) say there are not enough health care services available for lower income residents in the area. It's worth noting that some of the worst ratings on the progress report card are saved for the issue of affordable housing, where nearly three in four say there has been little progress.

New Orleans faced challenges on many of these fronts before the storm, of course, with high crime rates and poor health statistics. Those tasked with recovery thus have the difficult mission of providing visible progress on long-standing problems while still dealing with the process of rebuilding after a hurricane.

Opportunities currently seen as limited, though future more hopeful

Perhaps as a result of their disappointment in the progress being made on many tough issues, city residents tilt to the negative when it comes to rating opportunities available in the city. In particular, more than half – 56 percent – say that it's a bad time for children to be growing up in New Orleans.

Those living in Orleans Parish are also pessimistic about the job and career opportunities in the city. Nearly two in three say that “good jobs are difficult to find.” And nearly as many (61 percent) rate New Orleans as “not so good” or “poor” when it comes to career opportunities for young people. These sentiments are likely to be in part specific to the city and in part a reflection of the wave of economic unease sweeping the nation in 2008.

In one of the survey's more disturbing findings, the proportion of residents who say they are considering moving from New Orleans has risen. In 2006, 12 percent of Orleans Parish residents told us they were “currently planning to move or seriously considering moving” from the area. In this 2008 survey, that proportion had risen to 22 percent. The decision to move is strongly related to age, with younger residents – nationally a more mobile group-- significantly more likely to say they are thinking about moving from the city.

Despite these somewhat downbeat findings, there is one solid bright spot to consider: there is still widespread hope that things will improve over time. Three in four (74 percent) say they are optimistic about the area's future, a level of confidence that has hardly wavered over the past year and a half despite the increasing frustrations expressed by the populace.

Federal help judged to fall short; City feels forgotten by nation and its leaders

In many ways, New Orleans residents seem to feel that their nation has let them down in a time of need. They feel ignored by policymakers in Washington, underwhelmed by the financial help provided by the federal government, and forgotten by their fellow Americans.

Overall, six in ten (60 percent) say they do not think the rebuilding of New Orleans is a priority for Congress and the president, and even more (65 percent) say they think “most Americans have forgotten about the challenges facing New Orleans.” Three in four say the federal government has not provided enough money and other support to the city.

But there is plenty of blame to go around: seven in ten say that the federal dollars that *have* been provided for hurricane recovery have been “mostly misspent.” This dovetails with a widespread view that New Orleans has a problem with political corruption (86 percent say the city has either a very serious or somewhat serious problem).

Finally, city residents feel unsatisfied with the help offered by insurance companies – with eight in ten giving them low ratings for their response to the disaster – and have mixed reviews of the way the national media has covered their attempt at recovery (51 percent give the national media good ratings, 45 percent rate them “not so good” or “poor”). Only the local media – with their unique role of providing practical “how to” information to a recovering population – comes off looking good here, with three in four saying they are doing a good job covering the rebuilding process. Across a range of public and private organizations, then, many city residents feel disappointed.

Immigration, diversity and race relations in New Orleans: A mixed story

The majority of city residents (58 percent) say that the growing number of immigrant workers in general has been “good for New Orleans.” An even larger percentage – three in four residents – says that, in general, the diversity of racial and ethnic groups in the city is good for New Orleans.

At the same time, however, a large majority (70 percent) describe the people of New Orleans as “mainly divided by things like race or income,” and most see this as a problem. It’s worth noting that significantly more of the population says it is the divide between rich and poor which is the problem (33 percent) than says it is mainly race that causes the fracture (15 percent). Roughly two in ten see both as causing divisions. Without pre-storm data, of course, we cannot precisely determine how much of this perceived divide is new and how much predated the disaster.

The survey does suggest that race relations in the city may be improving. This year, the percentage who said race relations were “worse [than] they were before Hurricane Katrina” dropped 9 percentage points from 2006. While a substantial minority of African Americans still see the recovery process as stacked against them (46 percent), the percentage of African Americans who feel the recovery process is racially biased has declined from 2006, dropping from a majority of 55 percent.

Recovery on a personal level: Disruption remains, stress levels elevated

The survey finds the storm-related personal disruption recorded at the one-year anniversary in 2006 is relatively unabated in 2008. Overall, fully four in ten (41 percent) of those Orleans Parish residents who survived Katrina would currently describe their own personal situation as at least somewhat disrupted by the storm, compared to 46 percent in 2006.¹ As was true then, the city’s African American population is much more likely than white residents to report their lives still being disrupted: 50 percent of those African Americans who lived in New Orleans when Katrina hit are still disrupted vs. 26 percent of white residents.

There is some progress on the margins here, though, with a 5 percentage point increase in the overall proportion who say their lives are “largely back to normal” and a similar sized drop in the percentage who are “still very disrupted.” And overall, the majority (59 percent) continue to say they are at least “almost” back to normal.

The survey suggests that as much as the dramatic physical damage caused by the storm and flooding, it is Katrina’s psychological aftermath that stands out as one of its primary legacies. Asked to more specifically compare their lives pre- and post-Katrina, those who had lived through the storm were most likely to report that their “general level of stress” was worse now, with a narrow majority (53 percent) saying so. Similarly, four in ten described their mental and emotional health as worse. And one in four of those with children in their home said their children’s mental or emotional health was worse than before the storm.

Stress was not the only area where a sizeable group of residents judged their life worse after Katrina: four in ten storm survivors say their *financial* situation is worse now than before the storm. In this aspect, as in many others, the storm was hardest on the most vulnerable residents: just over half (53 percent) of low-income residents report that their financial situation is worse today.

Overall, then, it is noteworthy but perhaps not surprising that quality of life ratings have not bounced back among New Orleans’ population. In our 2006 survey, 65 percent said they would have rated their life pre-Katrina as very satisfying. But only 25 percent said they would have rated life in the fall of 2006 as very satisfying. That number remains unchanged in 2008.

Across these measures comparing life pre- and post-Katrina, it is worth keeping in mind that many residents report a good deal of stability: roughly half of those who survived the storm (48 percent) say their housing situation is the same as before the storm, and the rest divide between it being better (23

¹ The survey found that nine in ten residents lived in New Orleans at the time the storm hit in August 2005.

percent) and it being worse (27 percent). Similarly, 47 percent say their relationship with their spouse or partner is the same, compared to 18 percent who say it is better and 12 percent who say it is worse.

It is also worth noting that the survey can only report the disruption still felt by those who returned to New Orleans. The views and experiences of those former residents who uprooted themselves from the city and now live elsewhere in the state or nation are not captured in this project.

Self-reported mental and physical health problems on the rise

Officials in New Orleans face the challenge of rebuilding while also trying to meet the needs of a fairly diverse population, one whose problems are not easily solved and in no hurry to disappear. In 2008, we find that 86 percent of adults living in New Orleans are facing a challenge in at least one of five critical areas: a physical or mental health challenge, a problem with health care coverage or access, a health or health care problem facing a child, or an employment challenge. This overall figure does not represent a substantive change from 2006.

The survey does, however, find an increase in self-reported mental health problems in the year and a half since our last sounding. The percentage of residents who say they have been diagnosed with a serious mental illness such as depression rose from 5 percent in 2006 to 15 percent now. The proportion who report taking a prescription medicine for problems with their mental health in the past six months rose from 8 percent to 17 percent. And self-reports of being in “fair” or “poor” mental health have also doubled over the time period, from 10 percent to 20 percent now.

Though the survey cannot directly tie these increases to Katrina-related aftereffects, this is certainly high on the list of plausible culprits. It’s possible that, having survived the disaster and the immediate aftermath, the slow recovery is taking a toll on the population, somewhat like the shift from an acute to a chronic illness. But it’s equally possible that the increased rates of reported mental health problems are an indication that the health system is at least partially up and functioning again. Residents may have a better opportunity to be diagnosed and treated for any mental health issues, an opportunity that was not as widespread at the time of our 2006 survey.

As is true regarding self-reported mental health, the survey also finds a higher proportion of residents reporting a physical health challenge. Overall, 65 percent report either having some sort of chronic condition or disability or being in “fair” or “poor” health, up from 45 percent in 2006. Three in ten (31 percent) of those with a child under 19 at home say that at least one of their children suffers from a chronic condition or disability, up from 21 percent in 2006. As is true for mental health, it is not clear to what extent these changes are driven by an actual deterioration in health status and to what extent it is driven by other possible factors, including: increased access to care leading to increased diagnoses of problems; the return of a less-healthy segment of the population; or the simple fact that with the passage of time, and as more immediate life crises fade, people are more able to concentrate on their own health status.

Health care coverage and access challenges widespread and persistent

The survey finds that just as many residents have some sort of health care coverage or access problem in 2008 as a year and a half ago, but the nature of those problems has changed somewhat. On the positive side of the ledger: more residents report having health insurance coverage (the number of all adults who report being uninsured dropped from 26 percent in 2006 to 18 percent now), and fewer say that they have no usual source of health care or are depending on a hospital emergency room as their primary source of care (down from 34 percent to 25 percent).

On the negative side: affordability seems to be a bigger issue, perhaps in part due to the difficult economic climate gripping Louisiana and the rest of the nation in 2008, perhaps partly due to the fact that the free care available in the short-term aftermath of the disaster may be reduced, and perhaps as a result of increased access to health services. Overall, fully one in four (25 percent) say they had a problem paying for medical bills in the past six months, up dramatically from 9 percent in 2006. At least

twice as many as in 2006 report that they had recently skipped or postponed needed care (18 percent vs. 9 percent) or had skipped needed doses of medication in the same time period (15 percent vs. 6 percent), bringing these experiences more in line with the current national average.

Next steps

The current survey is the second in a planned series of at least three surveys designed to measure the needs and opinions of residents, and to help the city in its rebuilding effort, as New Orleans attempts to come back from one of the biggest natural and social disasters in the nation's history. The Kaiser Family Foundation will return to the New Orleans area in roughly 18 months in the hopes that these findings will once again train the eyes of the nation on a city that currently feels forgotten.

A NOTE ON SURVEY METHODOLOGY

New Orleans Three Years after the Storm: The Second Kaiser Post-Katrina Survey, 2008 was designed and analyzed by researchers at the Kaiser Family Foundation including: the survey research team led by Kaiser Vice President and Director for Public Opinion and Survey Research Mollyann Brodie along with Claudia Deane and including Liz Hamel, Sasha Buscho, and Pam Murnane; the health policy team led by Kaiser Executive Vice President Diane Rowland and including Adele Shartzter, Samantha Artiga and David Rousseau; and Kaiser President and CEO Drew Altman. Dr. Brodie had overall responsibility for the project. The survey was conducted from March 5 to April 28, 2008, among 1,294 randomly selected adults ages 18 and older residing in Orleans Parish. The sample design was a multi-stage stratified area probability sample starting with 275 randomly selected segments based on Census Block Groups distributed proportionate to expected population in each of fourteen Census tract defined neighborhoods in Orleans Parish and then selecting a random sample of addresses from those areas using the U.S. Postal Service's Delivery Sequence File. To ensure coverage of all residents, interviewing was conducted using a mixed-mode design including by telephone (669 interviews), web (178), and face-to-face (447). Interviews were completed in English and Spanish. The margin of sampling error for the full sample is plus or minus 3 percentage points. For results based on other subsets of respondents the margin of sampling error may be higher. The 2006 Kaiser survey referenced throughout this report was conducted in a four parish area, but for reasons of comparability the 2006 results included here are based only on Orleans Parish residents.² ICR/International Communications Research collaborated with Kaiser researchers on sample design and weighting, and supervised the fieldwork. See "Appendix C: Survey Methodology" for more details on survey sampling, fieldwork, and weighting.

ACKNOWLEDGMENTS

We would like to thank the people of New Orleans who gave us their time, invited us into their homes, and answered our questions. We would also like to thank Dr. Karen DeSalvo and her colleagues in New Orleans for their helpful guidance and feedback throughout this project, especially for shepherding the questionnaire through Tulane University's Office of Human Research Protection.

² See: "Giving Voice to the People of New Orleans: The Kaiser Post-Katrina Baseline Survey," Kaiser Family Foundation 2006. <http://www.kff.org/kaiserpolls/pomr051007pkg.cfm> and "Health Challenges for the People of New Orleans," Kaiser Family Foundation, 2006. <http://www.kff.org/kaiserpolls/7659.cfm>

INTRODUCTION

Two and half years after Hurricane Katrina left the city of New Orleans flooded by the lake waters that poured through its broken levees, and one a half years after our first comprehensive study of life in the city, the Kaiser Family Foundation once again asked the residents of Orleans Parish to share their opinions and experiences with us and with the country.³ The goal: to use rigorous survey research methods to accurately paint a portrait of a city, and a populace, in the throes of an ongoing recovery, an ongoing struggle, an ongoing, defiant celebration of their survival.

Hurricane Katrina and the flooding that followed it were remarkably devastating for the Gulf Coast, but especially for the state of Louisiana. In that state, nearly 1,500 lives were lost, 900,000 people were displaced, 16,000 businesses were flooded and forty schools were destroyed.⁴ And within Louisiana, the majority of the affected population was in New Orleans. Over three quarters of New Orleans' population was affected by flooding, and when all was said and done, the city's population was halved a year after the storm.⁵ Analyses have shown that African Americans in the city were disproportionately affected by the disaster, making up 73 percent of the parish's affected population.⁶

The results of this second of at least three planned surveys of the New Orleans area are sobering. They suggest that many New Orleans residents are disappointed by the pace of recovery, disheartened by a perceived lack of opportunity in the city, and feel forgotten by their nation and its leaders. There is a sense of progress stalled, opportunity limited, and perhaps overly high expectations not being met. This sense is doubtless in part unique to the city's challenges and in part a reflection of the wave of economic distress that is sweeping the nation this year. In New Orleans there are also signs of spreading mental strain and frustration. The survey suggests that, perhaps as a result of this mood, more residents than in 2006 are considering taking their families, belongings and careers elsewhere.

Even while views of the city's current state are dim, however, city residents report widespread optimism about the city's future. And the survey finds pockets of hope, from improving views of race relations to better access to health care to satisfaction with opportunities for worship in the city.

For those following this project over time, it's worth noting that the 2008 round of surveying focused specifically on Orleans Parish, rather than the larger four parish area of the 2006 survey, primarily because the majority of affected people lived in New Orleans.⁷ The survey, of course, can also only focus on the needs of those New Orleans residents who have returned to the city. The views of those former residents now living in other parts of the state or other parts of the country are not able to be represented here.

³ See: "Giving Voice to the People of New Orleans: The Kaiser Post-Katrina Baseline Survey," Kaiser Family Foundation 2006. <http://www.kff.org/kaiserpolls/pomr051007pkg.cfm> and "Health Challenges for the People of New Orleans," Kaiser Family Foundation, 2006. <http://www.kff.org/kaiserpolls/7659.cfm>

⁴ Shartzer, Adele. "Health Care in New Orleans Before and After Hurricane Katrina" online tutorial. <http://www.kaiseredu.org/tutorials/katrina/player.html>

⁵ The Louisiana Recovery Authority. "Hurricane Katrina Anniversary Data for Louisiana," August 2006.

⁶ Gabe, T., et. al. "Hurricane Katrina: Social-Demographic Characteristics of Impacted Areas," *CRS Report for Congress*, November 4, 2005. www.gnocc.org/reports/crsrept.pdf. Here "affected" is defined as displaced by flooding or damage.

⁷ Note that throughout the report, Orleans Parish and New Orleans are used interchangeably to describe the city proper.

A PORTRAIT OF NEW ORLEANS RESIDENTS IN 2008

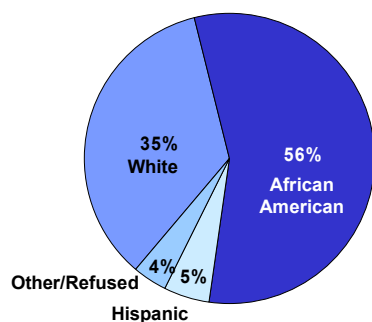
The 2000 Census pegged New Orleans' population at 484,674.⁸ Then Katrina hit, and the city temporarily emptied. Many residents returned, many others did not. The Census Bureau estimates that by 2007, the population had returned to roughly half its pre-storm size, numbering 239,124.⁹ The growth between July 2006 and July 2007 alone made New Orleans the fastest growing large city in the country. More recent estimates suggest the population may have even grown to roughly 60 percent of its pre-Katrina population by 2008.¹⁰

What stands out about the city in the 2008 Kaiser survey is the extent to which its residents are made up not of newcomers to the area but of Katrina survivors. Fully nine in ten in the parish say that they lived in New Orleans at the time the storm hit in late August 2005. One in ten have come to the city since that time, a group marked in particular by their relative youth and by a somewhat more optimistic outlook.

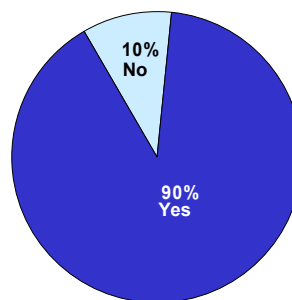
Despite the fact that the population is smaller overall, in many ways the demographic shape of the population is similar.¹¹ Overall, just over half of the city's adult residents (56 percent) are African American, roughly one in three (35 percent) are white, and 5 percent are Hispanic. This is roughly equivalent to the shape of the population in our 2006 survey, fielded one year after Katrina. It is also fairly similar to the city's pre-storm distribution as measured by the Census Bureau's 2005 American Community Survey (ACS), which found that the adult population was 60 percent African American and 32 percent white.

Race and Pre-Katrina Domicile of Orleans Parish Adults

What is your race? Are you white, black or African American, Asian, or some other race?



Were you living in the New Orleans area at the time Hurricane Katrina hit or not?



⁸ U.S. Census Bureau. "American Fact Finder Fact Sheet, Orleans Parish, LA," *Census 2000*. <http://factfinder.census.gov>

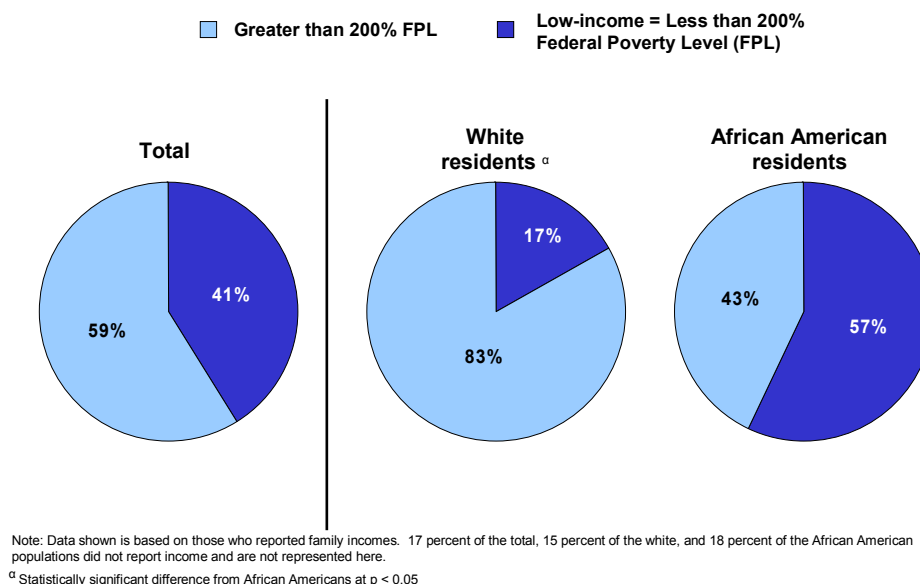
⁹ Census Bureau press release. "New Orleans Population Continues Katrina Recovery," July 10, 2008.

¹⁰ Demographic estimate provided to Kaiser by Claritas.

¹¹ For a more detailed comparison, see Appendix A: Demographics of Orleans Parish Adult Population.

The city also continues to have a sizeable low-income population, one which is disproportionately made up of African Americans.¹² Overall four in ten of those who reported their family's financial status (equaling roughly a third of all residents) qualify as low income. Before Katrina, in 2005, the ACS found that 39 percent of adults were low income. There are major differences in income by racial group, however. The majority of African American residents (57 percent) report living in a low-income family, compared to 17 percent of white residents. Looked at another way, 78 percent of the city's low-income population is African American.

Income Varies Substantially by Race



There has been a subtle shift in the age distribution of the city since our 2006 survey, with the group in the middle of the adult age distribution – the 30 to 49 year-olds – making up a slightly smaller share of the population now (32 percent versus 39 percent in 2006). No one age group made up the difference; rather there were small increases in the shares of both the younger and older age groups. New Orleans continues to tilt toward the female, with women making up 54 percent of its adult residents.

In terms of education, fairly similar percentages report having a high school diploma or less (39 percent) as report having a college degree (35 percent). The 2005 ACS, conducted pre-Katrina, found that 46 percent of adult residents had a high school education or less while 30 percent had a college degree.

Finally, nearly 4 in ten residents (37 percent) have at least one child under age 19 living in their homes. Half own their own homes, just over a third rent, and one in ten are staying with family or friends, up slightly from 2006.

¹² In this report, low-income residents are defined as those that reported a family household income below 200 percent of the federal poverty level (FPL). Poor residents are defined as those who reported a family household income below 100 percent of the federal poverty level. Overall, 83 percent of respondents reported their financial status. Most percentages reported above are based on that 83 percent in order to provide as accurate a picture as possible of the relative size of the low-income population.

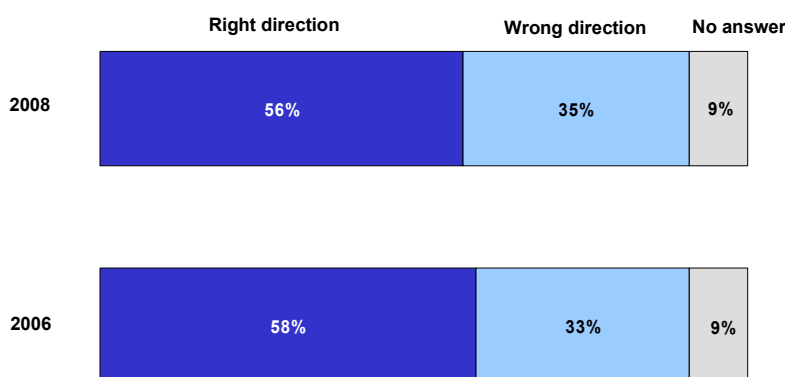
RESIDENTS' VIEWS ON THE CITY AND ITS RECOVERY

Rating the official recovery process: Right direction, inadequate progress

As was true in 2006, a narrow majority of New Orleans residents (56 percent) say that the rebuilding and recovery process is going in the right direction, a welcome verdict for those across the city who have toiled for nearly three years on tasks related to the massive project. At the same time, however, fully half of those living in the parish are dissatisfied with the *pace* of recovery. New Orleans is not becoming its better self quickly enough for this group. Among these are the one in ten residents overall who say they are actively "angry" about the rate of rebuilding, including similarly sized groups of white (15 percent) and African American residents (10 percent), women (11 percent) and men (11 percent), low income (12 percent) and higher income (13 percent) residents. On the other, more positive, side are 35 percent who would describe themselves as "satisfied but not enthusiastic," and 6 percent who feel enthused about the pace of recovery.

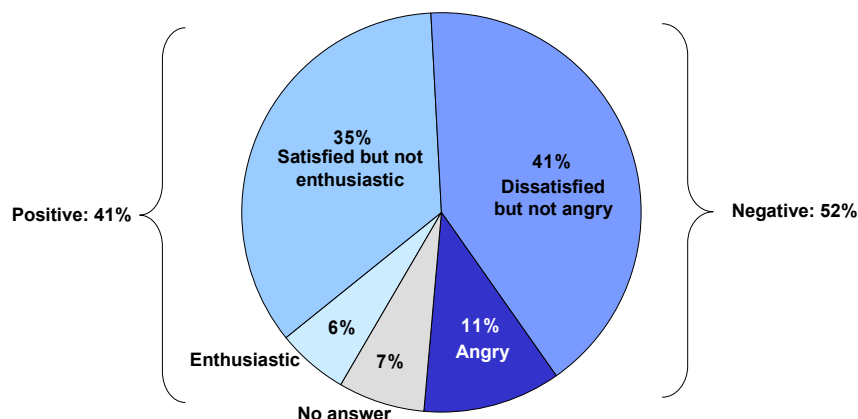
Majority Still Believe Recovery Moving in Right Direction

Would you say that in general the recovery and rebuilding effort in the greater New Orleans area is going in the right direction or in the wrong direction?



But Narrow Majority Dissatisfied with Pace of Rebuilding Efforts

How do you personally feel about the amount of progress that has been made in the recovery and rebuilding effort: would you say you are enthusiastic, satisfied but not enthusiastic, dissatisfied but not angry, or angry?

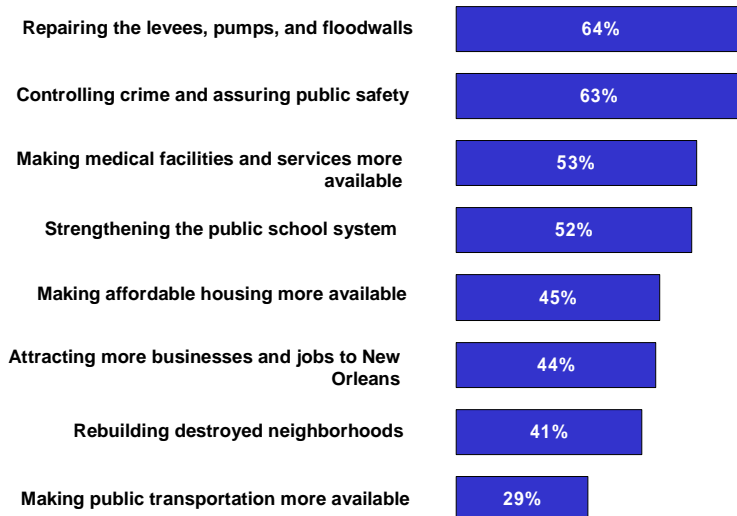


The survey suggests this dissatisfaction with the pace of recovery is linked to a feeling that, on certain tough but high priority issues facing this urban area, progress is not meeting public expectations. As in 2006, storm protection and crime control top the list of priorities for city residents, each of which is named as “one of the top” priorities by more than six in ten residents. In the next tier are expanding access to medical services and strengthening the public school system, followed by housing and job-related issues. This ranking – in terms of the *relative* priority put on different issues – is similar for African American and white residents, though African Americans are more likely than whites to call a number of issues “top priorities,” particularly housing and rebuilding destroyed neighborhoods.

As in '06, Levee Repair and Crime Top Priority List

Thinking about the rebuilding and recovery efforts in the greater New Orleans area, please tell me if each of the following should be one of the top priorities for rebuilding efforts...

Percent saying it is “one of the top” priorities:



Note: Responses based on half sample.

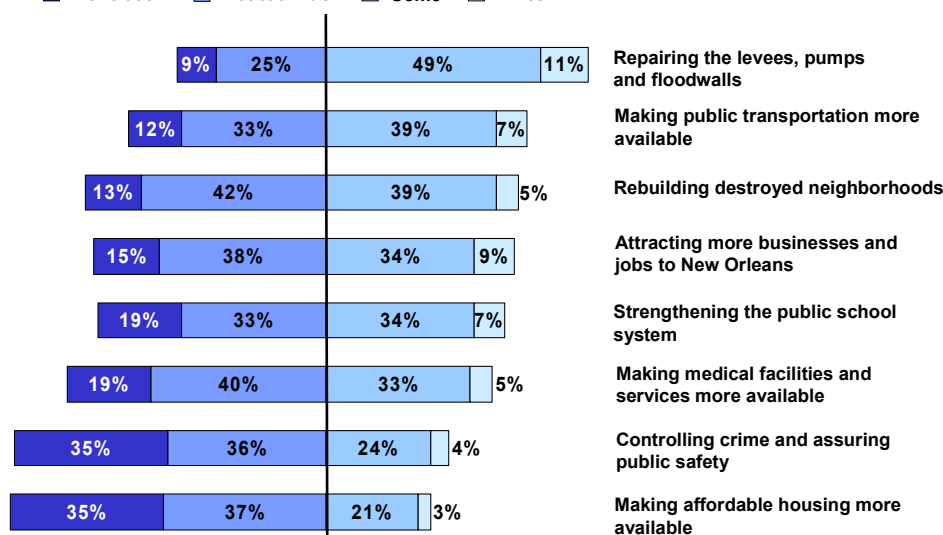
If you look at progress ratings on the city's top four recovery issues, however, only on one do most residents say there has been at least "some" progress: storm protection. While six in ten say they see at least some progress on this vital issue, seven in ten say they see little or no progress on controlling crime and assuring public safety, a critical priority but also a historical problem for the city.

Of the other top two priorities – access to health care and strengthening public schools, again more than half say there has not been much progress (59 percent and 52 percent, respectively). On each of these, roughly four in ten residents say they see either "some" or "a lot" of progress. The findings on shortcomings in the health care system are bolstered by residents' persistent and widespread belief that there are not enough health care services currently available for uninsured and low-income residents. Nine in ten in New Orleans (89 percent) say this is the case, comparable to 2006. It's worth noting that some of the worst ratings are saved for the issue of affordable housing, where nearly three in four say there has been little progress.

Residents See Progress on Levees, But Not on Housing and Crime

Please tell me how much progress you think has been made so far – a lot, some, not too much or none at all.

■ None at all ■ Not too much ■ Some ■ A lot



Note: The percentage who did not give an answer is not shown. Based on a half sample.

Overall, then, on six of the eight issues on the 'recovery report card' more residents say they see little progress than see forward motion. On one topic, positive ratings significantly outstrip negative, and on one last issue (making public transportation more available), residents are evenly divided.

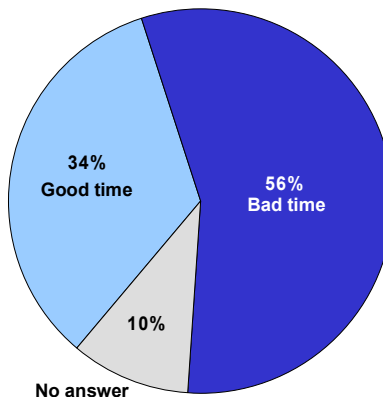
This is not to say that city has made no progress. Certain basic issues facing the public in 2006 are no longer major issues in 2008, and so are not included on the survey. They are goals achieved. One example is the task of getting basic services such as electricity and water functioning. This was a problem immediately after the storm, but by the time of our survey in the fall of 2006, 85 percent of Orleans Parish residents said they saw at least some progress there. As such, we did not include it again on our 2008 survey. The current survey does suggest progress in one related area: higher percentages now report having landline telephone service (from 68 percent in 2006 to 79 percent now) and access to the Internet at home (from 44 percent in 2006 to 64 percent now).

Opportunities in New Orleans currently seen as limited, though future more hopeful

Perhaps as a result of their disappointment with the progress being made on many tough issues, New Orleans residents tilt to the negative when it comes to rating opportunities available in the city. In particular, more than half – 56 percent – say that it's a bad time for children to be growing up in New Orleans, an opinion that does not differ markedly between parents and non-parents. African American residents with children in their home are significantly more likely than white residents in a similar situation to say it is a bad time for children to be growing up in the city (60 versus 41 percent, respectively), and lower income households with children are more likely to see it as a bad time than those with higher incomes (63 versus 50 percent). This may be because those with more resources are less dependent on public services, such as schools.

Majority Say It's A Bad Time to Be Growing Up in NOLA

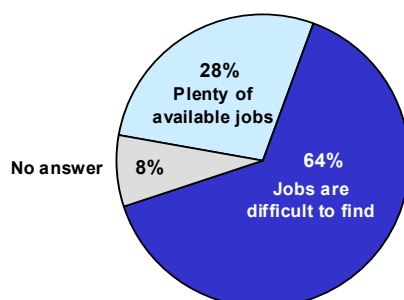
Generally speaking, do you think now is a good time or a bad time for children to be growing up in New Orleans?



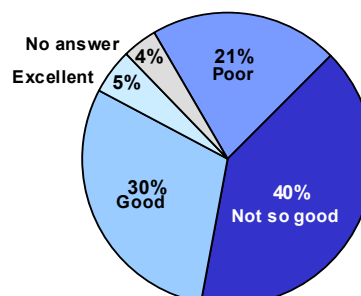
Those living in Orleans Parish are also pessimistic about the job and career opportunities in the city. Nearly two in three say that “good jobs are difficult to find.” And nearly as many (61 percent) would rate New Orleans as “not so good” or “poor” when it comes to career opportunities for young people. These sentiments are likely to be in part specific to the particular challenges facing the city and in part a reflection of the wave of economic unease sweeping the nation in 2008.

Residents Say Good Jobs, Careers Hard to Find

Thinking now about job opportunities in New Orleans, would you say there are plenty of good jobs available or good jobs are difficult to find?



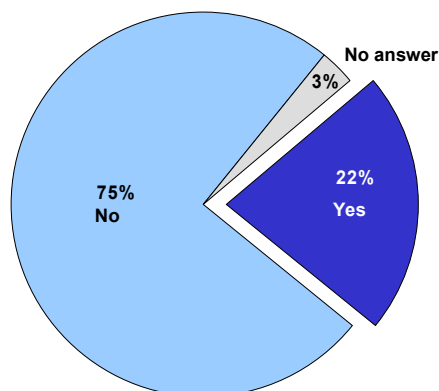
How would you rate New Orleans in terms of career opportunities for young people?



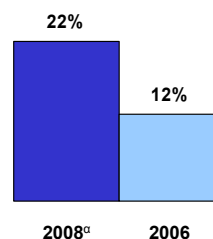
In one of the survey's more disturbing findings, the proportion of residents who say they are considering moving from New Orleans has risen. In 2006, 12 percent of Orleans Parish residents told us they were "currently planning to move or seriously considering moving" from the area. In this 2008 survey, that proportion had risen to 22 percent. The decision to move is strongly related to age, with younger residents – nationally a more mobile group -- significantly more likely to say they are thinking about moving from the city (for example, 41 percent of those under age 30 are thinking about moving, compared to 10 percent of those aged 65 or older).

Majority Still Do Not Plan to Move Away... But The Percent Considering Moving Has Increased

Are you currently planning to move or seriously considering moving away from the greater New Orleans area, or not?



Percent saying yes:



^a Statistically significant difference from 2006 at $p < 0.05$

One group whose stability means much to any city is its young professionals, and among this group, 31 percent say they are thinking about moving.¹³ One possible reason: lack of roots in the area. This group is significantly more likely to have come to New Orleans since the storm (23 percent have compared to 8 percent of other residents). And one in five are students, a transient group in any city. Another possible reason: young professionals are no more likely than other residents to see the city as a place with ample career prospects for them. Six in ten give the city poor ratings on this front.

¹³ Young professionals are defined here as those aged 18-34 who have completed at least some college and are working full-time, part-time or are in school.

Despite these downbeat findings, there is one solid bright spot to consider: there is still widespread optimism about New Orleans' future. Three in four – including equally large majorities of African American and white residents – seem to have hope that things will improve. This level of optimism has not faded over the past year and a half despite the increasing frustrations expressed by the populace.

Yet City Residents Remain Optimistic

Considering everything, are you optimistic or pessimistic about the future of the greater New Orleans area?

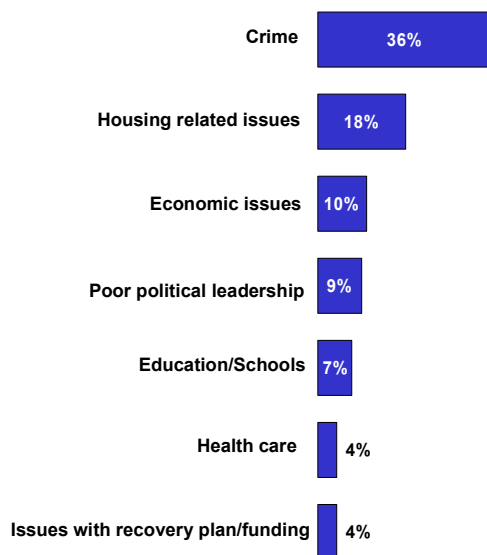


Issues facing the city: Storm protection, yes, but also crime, housing, schools, and health care

Asked in an open-ended question to volunteer their own view on “the single biggest problem facing New Orleans today,” the top responses centered on crime. Crime has been a long-standing concern in New Orleans. A 2004 survey by the University of New Orleans Survey Research Center found crime to be the top issue on the minds of Orleans Parish voters, up significantly from 2002.¹⁴ A recent analysis by the *Times-Picayune* found that per-capita crime rates are even higher now than in the years before Katrina, and that New Orleans had one of the highest murder rates in the country last year, making it no surprise that the issue continues to dominate.¹⁵ Though crime is doubtless a top issue in many urban areas, it is not necessarily always the number one issue, as demonstrated by a recent survey of Washington D.C. residents which found that education outstripped crime as the top issue of concern in that city.¹⁶

Residents' Views of Top Problems Facing New Orleans

Considering everything, what is the single biggest problem facing New Orleans today?



Note: Responses totaling less than 4 percent not shown

¹⁴ University of New Orleans Survey Research Center. “2004 Quality of Life Survey,” conducted March 22–April 1, 2004 among 400 registered voters in Orleans Parish. <http://poli.uno.edu/unopoll/golreport.doc>

¹⁵ McCarthy, Brendan. “Violent Crime in N.O. Soaring, Maybe; TP Analysis Outpaces the Police Statistics,” *The Times-Picayune*, February 18, 2008, p.1. http://www.nola.com/news/index.ssf/2008/02/violent_crime_in_no_soaring_ma.html

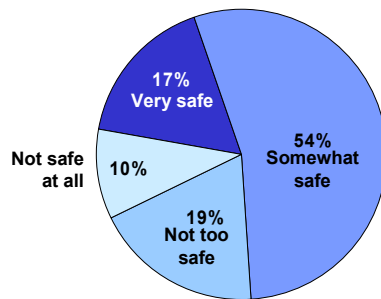
¹⁶ The January 3–8, 2008 survey of 1,000 D.C. residents by the *Washington Post* asked about the biggest problem facing the District, “the one you want the mayor to work the hardest to solve,” and found the largest majority mentioned education and schools (40 percent), with crime coming in second (26 percent). The District is in the process of overhauling its public school system. <http://www.washingtonpost.com/wp-srv/metro/politics/district/fentyoneyear/011308dcpoll.html>

The survey suggests views on public safety issues are decidedly mixed. Although a majority say they feel at least somewhat safe in their own neighborhoods (17 percent say they feel “very safe” and 54 percent “somewhat safe”), this feeling of relative security doesn’t stop people from worrying about the issue. Roughly two in three city residents are at least somewhat worried about becoming the victim of a violent crime.

Residents also hold mixed views on the adequacy and effectiveness of the police presence in their neighborhoods. Roughly half of city dwellers (52 percent) report that their neighborhood has enough police presence, while nearly as many (47 percent) say their neighborhood does not. This latter division is remarkably consistent across socio-economic groups, with lower and upper income residents equally divided. Two in three residents (68 percent) said they have little confidence in the police’s ability to protect them from violent crime.

Security Still An Important Issue for New Orleans Residents, Most Have Little Confidence in Police Protection

These days, how safe from crime do you feel in your neighborhood?



How much confidence do you have in the ability of the police to protect you from violent crime?

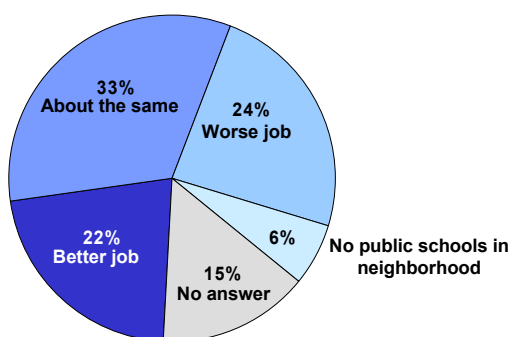


Crime was followed by housing-related problems (18 percent) – clearly an issue in a city where so much of the housing stock was devastated by the storm and flooding and in which the price of housing has risen significantly – and then economic problems (mentioned by 10 percent) and problems with political leadership (9 percent).

Schools also appear on residents' "top of the head" list of important challenges facing the city. In terms of public education, residents' opinions are mixed as to whether their neighborhood public schools are doing a better or worse job than before Katrina: Roughly equal proportions of residents say their neighborhood public schools are better (22 percent) as say they are worse (24 percent). A third say they are about the same. This may be one area where the high expectations that parents and guardians had for the "new" New Orleans – expectations fueled by promises made by policymakers, such as that there would be "a world-class quality system of public education in New Orleans" – might be working against views of progress, since it is also true that even before the storm reading and math scores regularly put New Orleans at the bottom of the rankings, and the public schools received very poor ratings from the populace.¹⁷ In many ways, these residents might also be comparing very different situations, as charter schools have become a prominent part of the post-Katrina educational landscape. Overall, public school enrollment has been on a roller coaster ride, with roughly 66,000 students enrolled in the fall of 2004, dropping down to just over 6,000 students in January of 2006, and now back at 32,887 this spring.¹⁸

Opinion Divided on Progress in Schools

Would you say your neighborhood public schools are doing a better job than before Katrina, a worse job, or are they about the same?



When those who are actually raising children are asked more specifically about their own children's school situation, the balance tilts toward the negative somewhat more. Asked to describe their child's current educational situation now compared to before Hurricane Katrina, more of those who lived in New Orleans before the storm describe the situation as worse now than describe it as better (28 percent vs. 19 percent). Four in ten describe the situation as basically the same.

African American households with children are more likely than whites to describe their children's school situation as having changed in some way. While six in ten whites say their children's school situation is about the same as before the storm, the majority of African Americans say their children's situation is either worse (32 percent) or better (22 percent). Given that nine in ten public school students were African American as of February 2008, it is likely that their opinions are more reflective of the public school experience.¹⁹ Those who are lower income are also more likely than other residents to say their child's school situation is worse now than before the storm (36 percent say worse off, compared to 22 percent among other residents).

¹⁷ Gov. Kathleen Babineaux Blanco quoted: Purnick, Joyce. "Government Money Will Flow to Gulf Coast, but Will Fundamental Change Follow," *New York Times*, September 17, 2005. See also Mathews, Jay. "Charter Schools' Big Experiment; New Orleans' Post-Katrina Test May Offer Lessons for Ailing Systems," *The Washington Post*, June 9, 2008, p. A01. See also University of New Orleans Survey Research Center, "2004 Quality of Life Survey," conducted March 22-April 1, 2004 among 400 registered voters in Orleans Parish. <http://poli.uno.edu/unopoll/qolreport.doc>

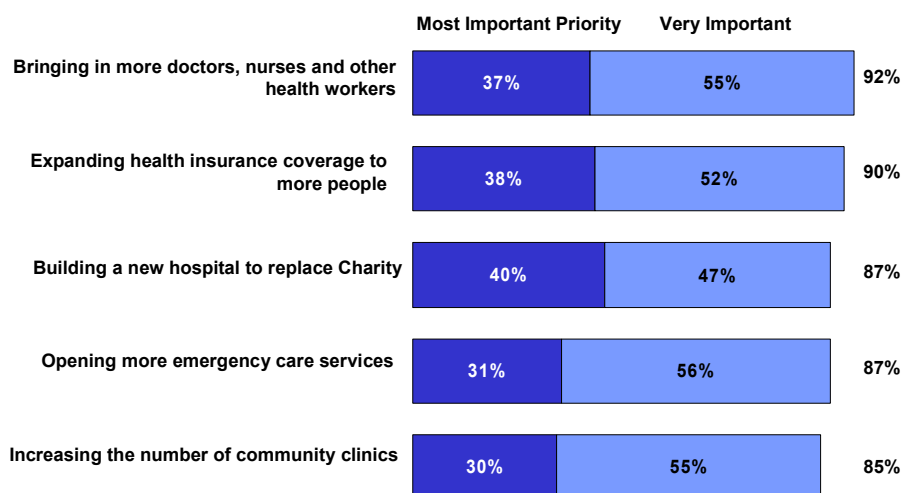
¹⁸ "Tracking Recovery of New Orleans and the Metro Area," *The New Orleans Index*. Brookings Institution/Greater New Orleans Community Data Center, April 16, 2008: 13 <http://www.brookings.edu/reports/2007/08neworleansindex.aspx>

¹⁹ "Tracking Recovery of New Orleans and the Metro Area," *The New Orleans Index*. Brookings Institution/Greater New Orleans Community Data Center, April 16, 2008: 14 <http://www.brookings.edu/reports/2007/08neworleansindex.aspx>

When it comes to the health care system, heavily damaged by the storm, residents place a high priority on a number of possible rebuilding projects.²⁰ Four in ten say building a new hospital to replace Charity – the major urban hospital that served many of the city's poor and uninsured residents but is now shut down – is the most important priority. But nearly as many say the main focus should be on expanding health coverage or bringing in more medical personnel. In short, several different methods of expanding services are currently welcomed by the city's population.

Replacing Charity Hospital and Expanding Health Insurance Top Priorities for Residents

Please tell me whether or not you think each of the following should be the most important priority for rebuilding New Orleans' health care system, very important, somewhat important, not too important for not at all important.

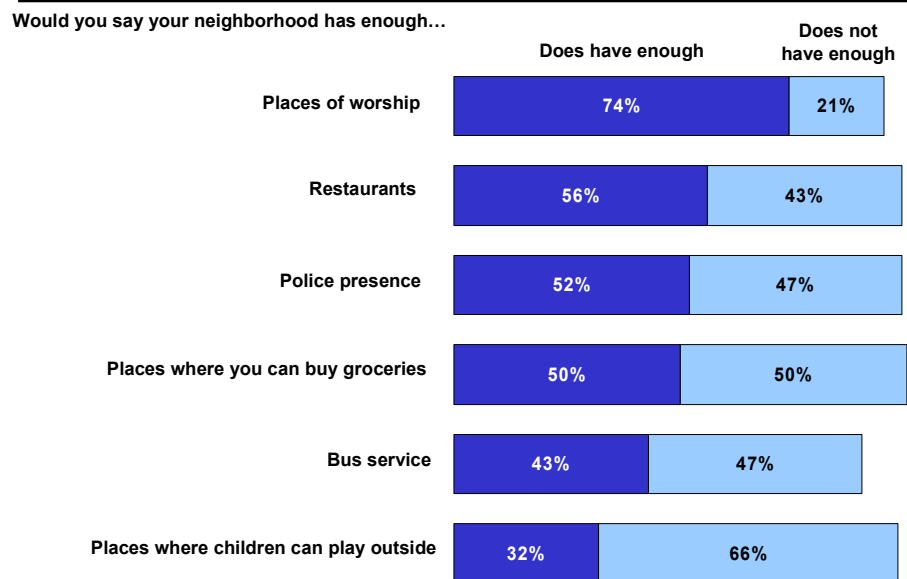


²⁰ For more information on the storm's impact on the healthcare delivery system, see special focus box "What happened to the New Orleans healthcare system?" later in this report.

The hassle factor: Neighborhood-based services

If there is one thing that may be sustaining city residents through this tough period, it is the city's churches and other places of worship. Asked to evaluate whether their post-Katrina neighborhoods had enough of the kinds of services many people look for in a city, residents were most satisfied with their opportunities for worship. Overall three in four say that they are content with the opportunities for worship available in their neighborhoods. A smaller majority of city dwellers (56 percent) say their neighborhood has enough places where they can eat out.

Outdoor Spaces Lacking for NOLA's Children, but Most Residents Satisfied with Opportunities for Worship



Note: The percentage who did not give an answer is not shown.

But there are other necessary tasks of daily life which might be difficult in certain parts of the city. Residents are divided as to whether their neighborhood has enough grocery stores – half say yes, half say no – though this obviously varies by location. For example, large majorities in Algiers and the Garden District say their neighborhood has enough places where they can buy groceries, while equally large majorities in Uptown and East Orleans report that their neighborhood does not.

Getting around the city may still be difficult for those who, for reasons of convenience or necessity, rely on bus service. Nearly half of city residents (47 percent) say their neighborhood doesn't have enough bus service, a share that rises to 61 percent among low income residents. Those who are most affected, of course, are the 20 percent of city residents who don't have a car. Among this group, 66 percent says their neighborhood does not have enough bus service.

The one area in which a clear majority are dissatisfied with their neighborhoods is in the availability of places for children to play outside. Overall, two in three citywide – and majorities in a variety of large neighborhoods across the city – say their area does not have enough outdoor options for youth.²¹

²¹ Each neighborhood was represented in the survey with the number of interviews proportional to its size in the city's population. So, though all neighborhoods are represented in the survey, we are only able to break out the largest neighborhoods for individual analysis. These include Algiers, the Garden District, Uptown, Midcity, and East Orleans.

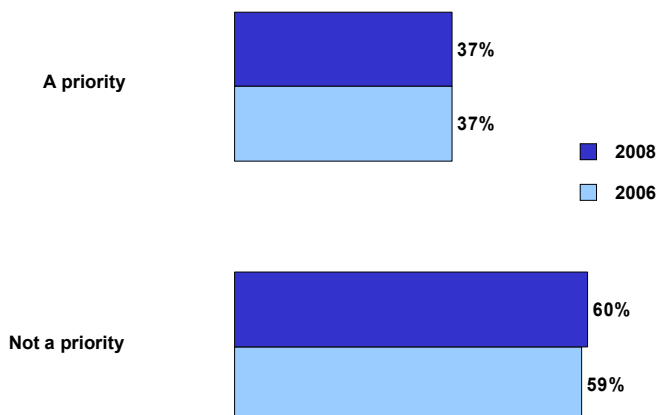
Federal help with recovery falls short; City feels forgotten by nation and its leaders

In many ways, New Orleans residents seem to feel that their nation has let them down in a time of need. They feel ignored by their elected leaders in Washington, underwhelmed by the financial help provided by the federal government, and forgotten by their fellow Americans. They feel ill-served by insurance companies, and have mixed reviews of the way the national media has covered their attempts at recovery. They believe that political corruption, a problem before the storm, continues to be rampant in the city itself. Across a range of public and private organizations, then, many city residents feel disappointed.

Overall, six in ten say they do not think the rebuilding of New Orleans is a priority for Congress and the president, unchanged from the majority who believed this in 2006. An even larger majority (65 percent) say they believe “most Americans have forgotten about the challenges facing New Orleans.

Continued Feelings That Washington Doesn't Care

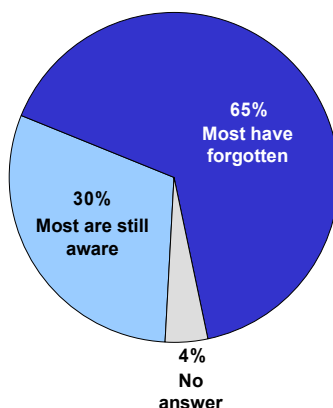
Do you think the rebuilding of New Orleans is a priority for Congress and the president, or is it not a priority?



Note: The percentage who did not give an answer is not shown.

Most Feel Americans Have Forgotten New Orleans

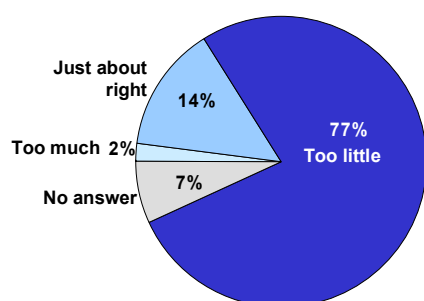
Do you think most Americans are still aware that New Orleans has not fully recovered from Katrina, or do you think most Americans have forgotten about the challenges facing New Orleans?



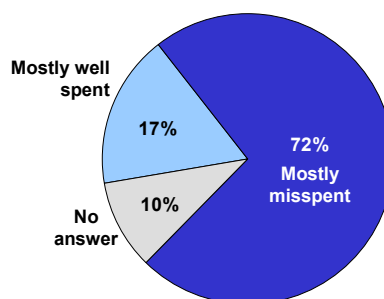
A significant majority are also disappointed by the federal government in general. Three in four say the federal government has not provided enough money and other support to the city. To some extent this may reflect the fact that many funds that have been designated for recovery have not been distributed. As of the spring, for example, nearly all of the \$6.6 billion designated for infrastructure repair by the Federal Emergency Management Agency (FEMA) had been disbursed to Louisiana, but only 35 percent of the funds allocated to New Orleans proper had reached the parish.²²

Federal Support to New Orleans Viewed As Inadequate, Misspent

Would you say that the amount of money and other support that the federal government has provided the city of New Orleans since Hurricane Katrina has been too much, too little or just about right?



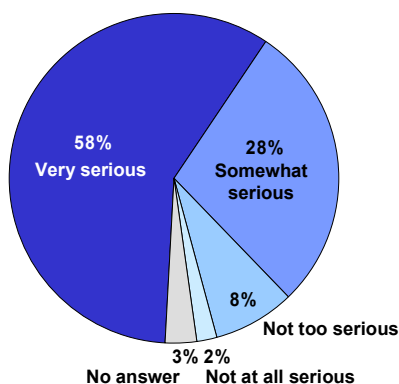
Do you think the federal dollars that have been provided for hurricane recovery have been mostly well spent or mostly misspent?



But blame is spread around: seven in ten say that the federal dollars that *have* been provided for hurricane recovery have been “mostly misspent.” This dovetails with a nearly unanimous view that New Orleans has a problem with political corruption, a view that almost certainly predates the storm (the state’s ethical reputation figured prominently in Louisiana’s last gubernatorial campaign.)²³ Nearly nine in ten (86 percent) say that the city has at least a “somewhat serious” problem with political corruption, and six in ten (58 percent) would call that problem “very serious.”

Political Corruption Seen as Serious Problem In New Orleans

How serious a problem is political corruption in New Orleans today?



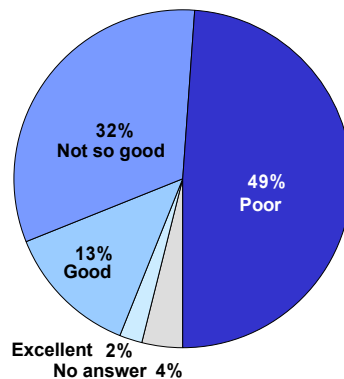
²² “Tracking Recovery of New Orleans and the Metro Area,” *The New Orleans Index*. Brookings Institution/Greater New Orleans Community Data Center April 16, 2008: 9 <http://www.brookings.edu/reports/2007/08neworleansindex.aspx>

²³ See, for example: “La. Winner Vows to Restore Ethics,” *Chicago Tribune*, October 22, 2007.

Other players also come in for critique in the survey. A large majority of New Orleans residents – 81 percent – give insurers low ratings for the way they responded to the needs of the population. Only 15 percent would rate their performance as “excellent” or “good.” Much of this dissatisfaction likely stems from the fact that homeowner’s policies do not cover flood damage, which is available separately through the heavily-subsidized National Flood Insurance Program, overseen by FEMA. Despite this subsidy, only two thirds of single-family homes in New Orleans were covered by flood insurance before Katrina, leaving many homeowners without coverage for their flood-related losses.²⁴

New Orleans Residents Say Insurance Companies Did Not Respond Well to Their Needs

How would you rate the way insurance companies have responded to the needs of people in New Orleans?

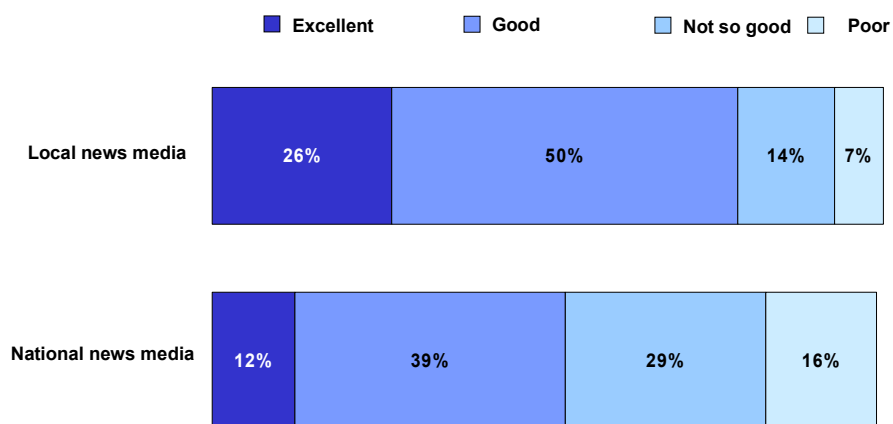


²⁴ Meitrodt, Jeffrey and Rebecca Mowbray, “After Katrina, pundits criticized New Orleans claiming too many residents had no flood coverage. In fact, few communities were better covered.” *The Times-Picayune*, March 19, 2006.

The one player rated in the survey that seems to have fulfilled or exceeded expectations is the local media. Overall, three in four city residents give the local media good marks for their coverage of the recovery process. Residents are less impressed with the national media's coverage of the situation: 51 percent say they national media has done an excellent or good job, while nearly as many – 45 percent – would rate their job as not so good or poor. To some extent these ratings may reflect the different roles played by the two forms of media, with local outlets appropriately playing a much bigger part in providing residents specific information to help them through the recovery process (i.e., where they could go to receive help with a variety of problems), while the job of the national media might be seen as continuing to keep the country informed as to the progress of the rebuilding process.

Local News Gets Higher Marks Than National News for Covering Rebuilding Effort

How would you rate the job each of the following have done in covering New Orleans' recovery from Katrina?



Note: The percentage who did not give an answer is not shown.

Immigration, diversity, and race relations in New Orleans

New Orleans is known for many things, but prominent among them is its racial and ethnic diversity and the strength of its African American community. The conventional wisdom is that this diversity was enhanced by a large influx of Latinos in the wake of the hurricane and flooding, an event which led to local coverage of race relations.²⁵ To that end, issues of race relations have to some extent been a recurring subtext of the recovery effort.

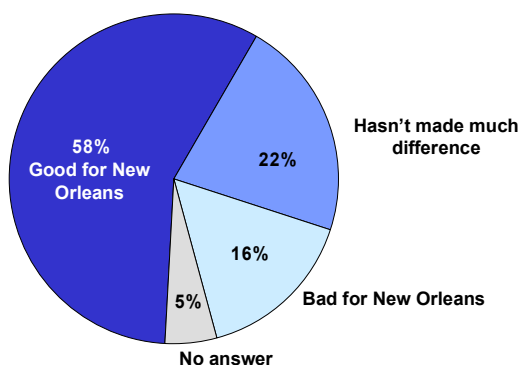
The current survey finds that a well of support for the city's diversity, along with a welcoming attitude toward its new immigrant workers, exists alongside concerns that income, and to a lesser extent race, keep residents apart from each other in ways that are problematic. At the same time, however, there are signs that race relations have improved over the past year and a half.

²⁵ Note we did not find that the overall percentage of Latinos in the population was substantially different than it was pre-Katrina. According to the Greater New Orleans Community Data Center, neither did the Census Bureau's 2006 American Community Survey. <http://www.gnocdc.org/FAQ/latinos.html>

First off, despite a high-pitched national debate over immigration policy, nearly six in ten say that the growing number of immigrant workers in general has been “good for New Orleans,” a more positive result than has been found in at least one national survey, possibly driven by the fact that the city’s labor shortage means there is less competition for jobs.²⁶ An even larger percentage – three in four residents – say that, in general, the diversity of racial and ethnic groups in the city is good for New Orleans. Again, many fewer – 16 percent – say that diversity is bad.

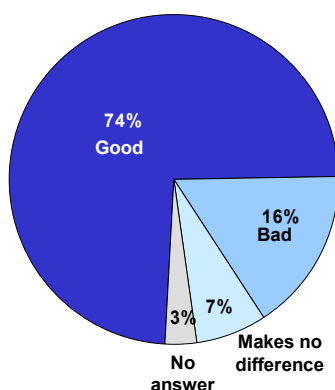
Immigrant Workers Perceived as Generally Good For New Orleans

Generally speaking, do you think the growing numbers of immigrant workers has been good for New Orleans, bad for New Orleans, or hasn’t made much difference?



Most See New Orleans' Diversity as Good for City

Do you see New Orleans' diversity in terms of having many different racial and ethnic groups as generally good for the city or generally bad for the city?



²⁶ For example, a Washington Post/ABC News survey, conducted December 7-11, 2006 among 1,005 adults, found that 29 percent of adults nationwide said “newly arrived immigrants from other countries” have been good for their community.

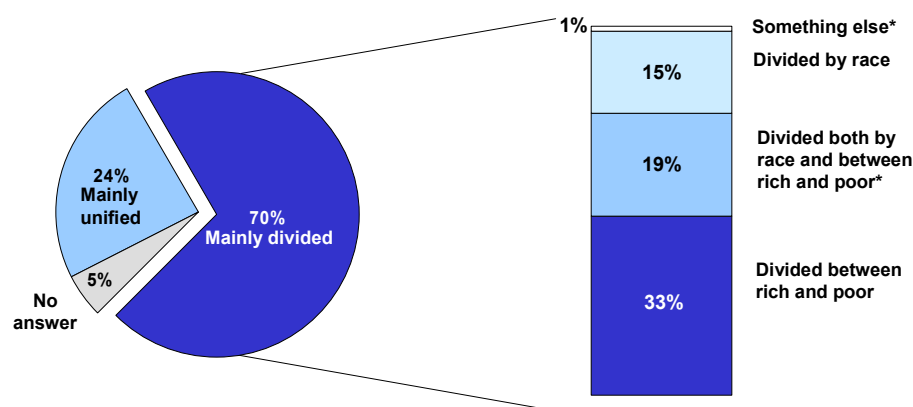
That said, a large majority also demur from describing the people of New Orleans as “mainly unified” in favor of describing them as “mainly divided by things like race or income” (overall, 70 percent see the city as divided, vs. 24 percent who see it as unified). Among those who see the city as divided, most also say that this is a problem.

Asked whether it is race or income which is the bigger divider, significantly more say it is the divide between rich and poor which is the problem (33 percent) than say it is race alone that causes the fracture (15 percent). Roughly two in ten see both as causing divisions.

Most Believe New Orleans Divided by Race and Income Levels

Would you describe the people of New Orleans as mainly unified or mainly divided by things like race or income?

Would you say the city is mainly divided by race or mainly divided between rich and poor?
(Based on total population)

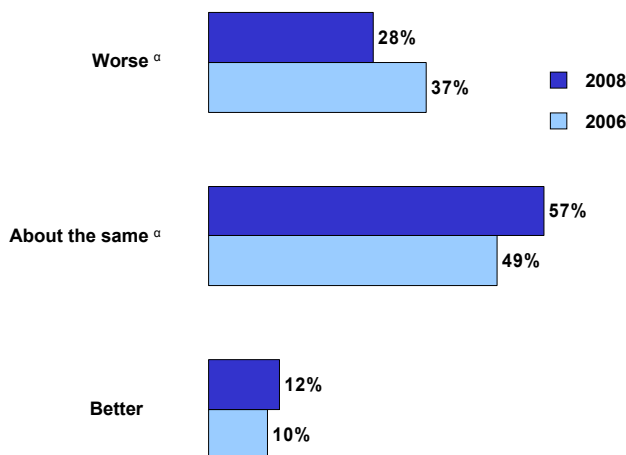


*Voluntary response
Note: The percentage who did not give an answer is not shown.

The survey suggests that race relations in the city may be improving. This year, the percentage who said race relations are “worse [than] they were before Hurricane Katrina” dropped 9 percentage points from 2006. There was an equivalently sized bump in the percentage who see things as better or about the same.

Some Improvement in Reports of Race Relations

Do you think race relations today in the greater New Orleans area are better, worse or about the same as they were before Hurricane Katrina?

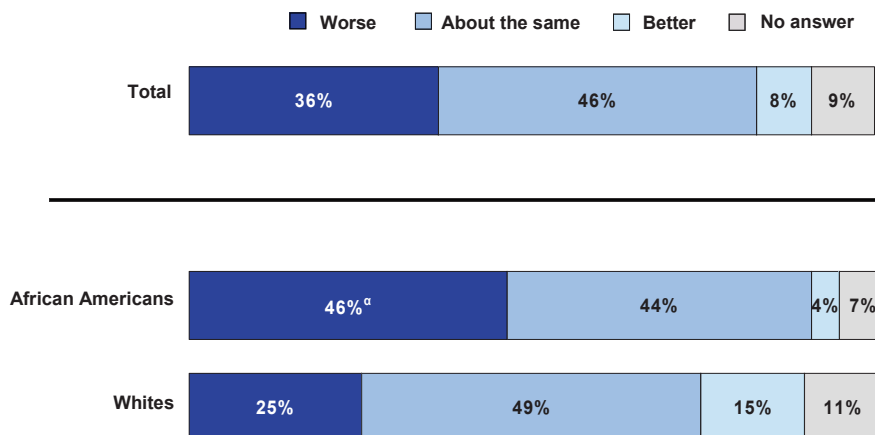


^a Statistically significant difference at $p < 0.05$
Note: The percentage who did not give an answer is not shown.

When it comes to the role of race in the rebuilding process, a plurality of residents (46 percent) believe African Americans and whites are receiving equal treatment in the recovery effort. But just over a third (36 percent) believe that African Americans receive worse treatment. Only 8 percent believe they get better treatment.

Many African Americans Say Rebuilding Process Biased

Do you feel that African Americans in the greater New Orleans area are being given better, worse or about the same treatment and opportunities in the rebuilding process as whites?



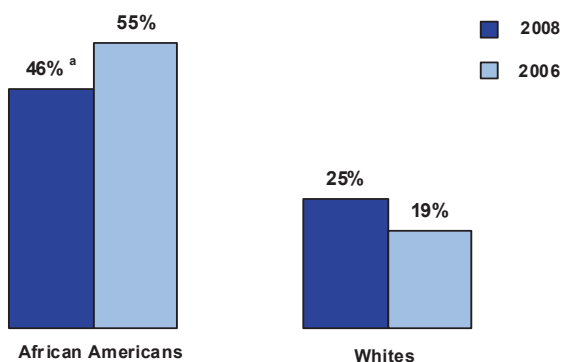
^a Statistically significant difference from whites at $p < 0.05$

Not surprisingly, there are substantial differences in views between African Americans and whites on this question, with the former more likely to see disparate treatment. Specifically, nearly half of African Americans – 46 percent – say they believe African Americans are getting worse treatment, compared to 25 percent of whites who say the same thing. The silver lining here: the percentage of African Americans who feel the recovery process is racially biased has declined from 2006, dropping from a majority of 55 percent to the current 46 percent.

But Somewhat Fewer African Americans See Bias Now Compared to 2006

Do you feel that African Americans in the greater New Orleans area are being given better, worse or about the same treatment and opportunities in the rebuilding process as whites?

Percent saying worse:



^a Statistically significant difference from African Americans in 2006 at $p < 0.05$

STORM SURVIVORS: RECOVERY ON A PERSONAL LEVEL

Outsiders who think a three-year old storm – even one of this magnitude – must be ancient history haven't spoken to anyone in New Orleans lately. Roughly three quarters of New Orleans' population was affected by flooding, and when all was said and done, the city's population was halved a year after the storm.²⁷ Analyses have shown that African Americans in the city were disproportionately affected by the disaster, making up 73 percent of the parish's affected population.²⁸ According to a study done by Brown University sociologist John R. Logan, "almost all of the [New Orleans] neighborhoods that were in the range of 75-100 percent black at the time of Census 2000 were damaged." In his words, African Americans as well as poor residents had "greater odds of being in harm's way."²⁹

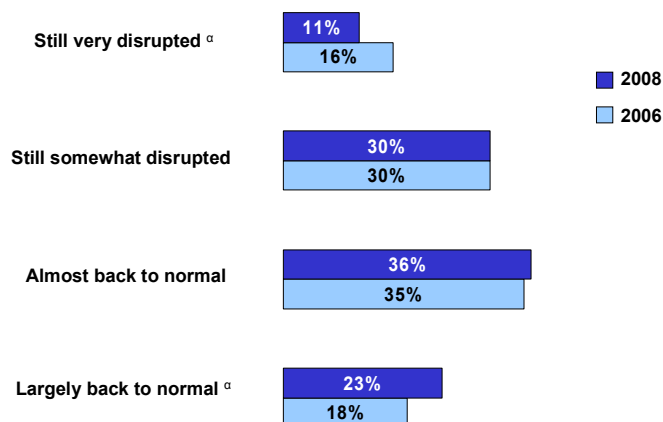
Despite the fact that more than a year has passed since we last surveyed the city's residents, and that nearly three years have passed since the devastating storm swept out of the city, the survey finds the storm-related personal disruption we found in 2006 is relatively unabated in 2008. It also finds that quality of life ratings overall remain depressed.

The large majority of city residents – nine in ten – lived in New Orleans at the time the storm hit, making the city largely a population of Katrina survivors. However, fully four in ten (41 percent) of these survivors currently describe their own personal situation as still at least somewhat disrupted by the storm, not a great improvement on the 46 percent disruption level we found in 2006.

Recovery From Storm: Nearly 3 Years Later, Four in Ten Still Disrupted

Which of the following best describes your personal situation in terms of recovering from Hurricane Katrina? Would you say that your day to day life is largely back to normal, almost back to normal, still somewhat disrupted or still very disrupted?

Based on those who lived in the New Orleans area at the time Hurricane Katrina hit.



Note: The percentage who did not give an answer is not shown.

^a Statistically significant difference at $p < 0.05$

There is some progress on the margins here, though, with a 5 percentage point increase in the proportion who say their lives are "largely back to normal" and a similarly sized drop in the percentage who are "still very disrupted." And, not to lose sight of the positive finding, a 59 percent majority of residents say they consider themselves effectively recovered from the storm.

²⁷ "Hurricane Katrina Anniversary Data for Louisiana," *The Louisiana Recovery Authority*. August 2006.

²⁸ Gabe, T., et. al. "Hurricane Katrina: Social-Demographic Characteristics of Impacted Areas," *CRS Report for Congress*, November 4, 2005. www.gnocc.org/reports/crsrept.pdf

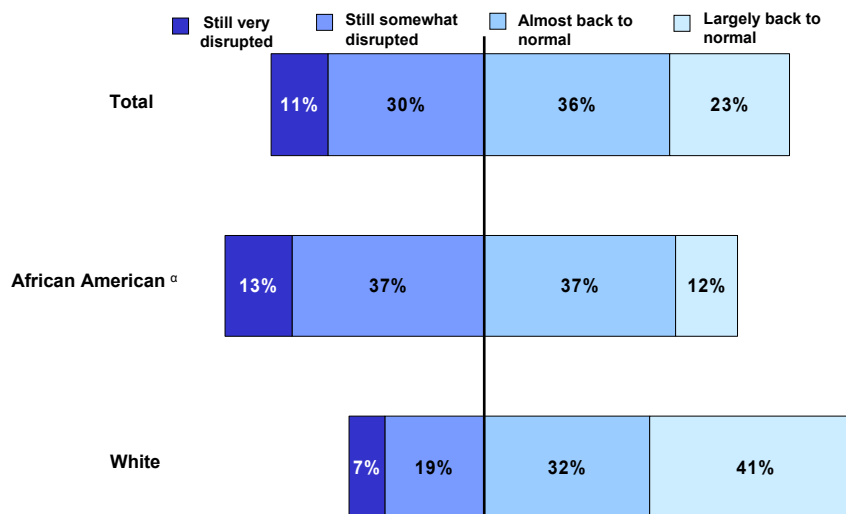
²⁹ Logan, John R., "The Impact of Katrina: Race and Class in Storm-Damaged Neighborhoods," Brown University. <http://www.s4.brown.edu/katrina/report.pdf>

As was true in 2006, the city's African American population is much more likely than white residents to report their lives still being disrupted by Katrina (50 percent vs. 26 percent), no doubt a reflection of the greater impact the storm had on this population. The survey bears out reports of that disproportionate impact in residents' own voices: more than half of those current residents who lived in New Orleans at the time of the storm said they experienced "a lot" of hardship due to Katrina. And African Americans – both those with lower and higher incomes – were considerably more likely to report a substantial impact.

White Residents More Likely to Have Returned to Normal

Which of the following best describes your personal situation in terms of recovering from Hurricane Katrina? Would you say that your day to day life is largely back to normal, almost back to normal, still somewhat disrupted or still very disrupted?

Based on the 90 percent of respondents who lived in New Orleans at the time Katrina hit



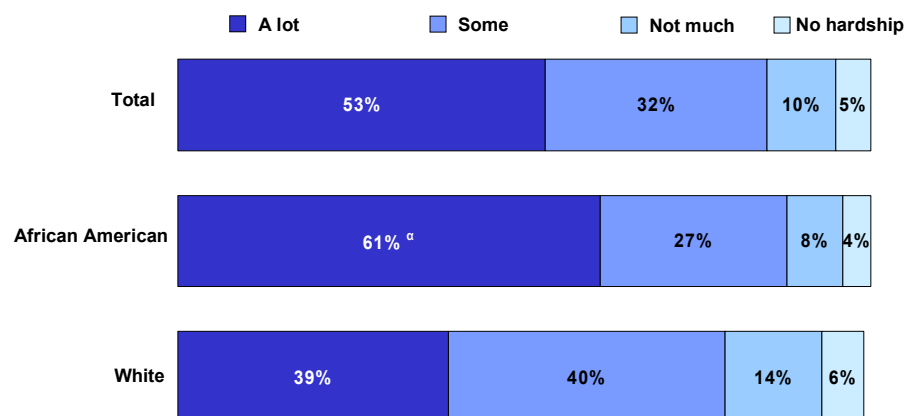
Note: The percentage who did not give an answer is not shown.

^a Statistically significant difference between African American and white "largely/almost back to normal" values (49%, 73%) at $p < 0.05$

Most Suffered Hardship as Result of Storm

Thinking about your own situation, would you say you have experienced a lot, some, not much or no hardship as a result of the storm and its aftermath?

Based on the 90 percent of respondents who lived in New Orleans when Katrina hit



Note: The percentage who did not give an answer is not shown.

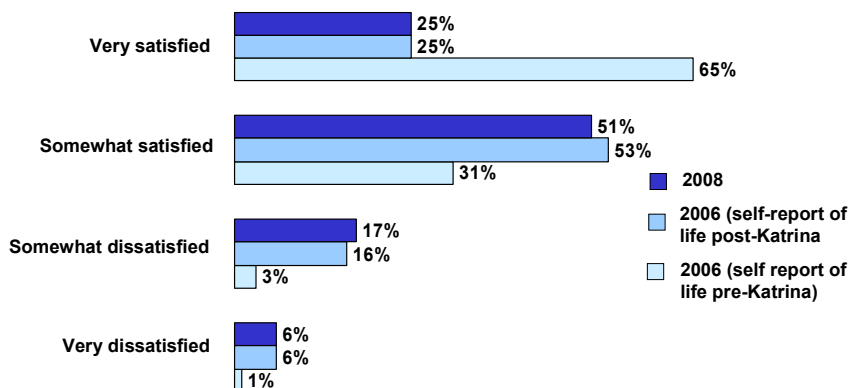
^a Statistically significant difference from whites at $p < 0.05$

Overall, then, it is noteworthy but perhaps not surprising that quality of life ratings have not bounced back among New Orleans' population. In our 2006 survey, 65 percent said they would have rated their life pre-Katrina as very satisfying. But only 25 percent said they would have rated life in fall 2006 as very satisfying. That number remains unchanged in 2008.

Quality of Life Ratings Have Not Bounced Back

In general, can you tell me how satisfied or dissatisfied you are with your overall quality of life?

Based on all residents

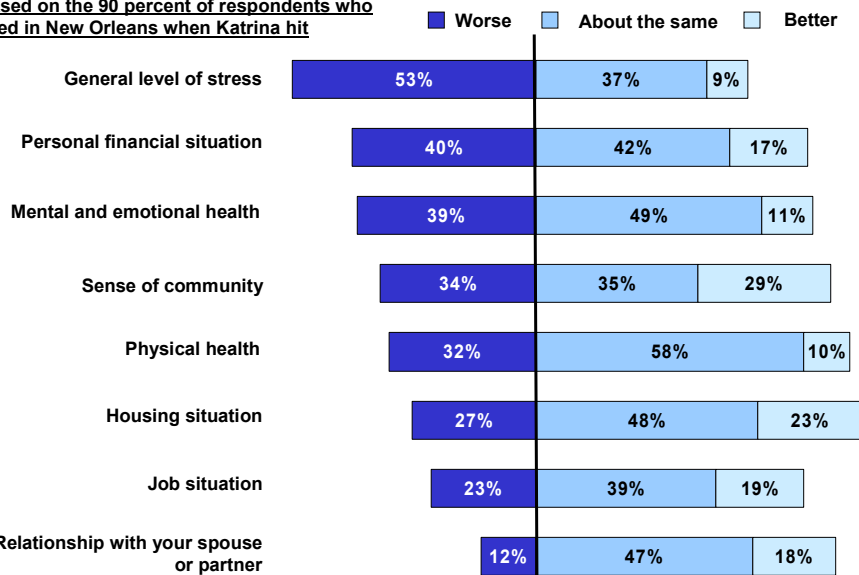


The survey suggests that as much as the dramatic physical damage caused by the storm and flooding, it is Katrina's psychological aftermath that stands out as one of its primary legacies. Asked to speak more specifically about the aspects of their lives that are worse now than before Katrina, those who had lived in New Orleans at the time the storm hit were most likely to report that their "general level of stress" was worse now, with a narrow majority (53 percent) saying so. Similarly, four in ten described their mental and emotional health as worse, nearly four times as many as said their mental health had improved over the period.

Increased Stress Level Most Widespread Toll

Compared to before Hurricane Katrina, is each better, worse, or about the same today?

Based on the 90 percent of respondents who lived in New Orleans when Katrina hit



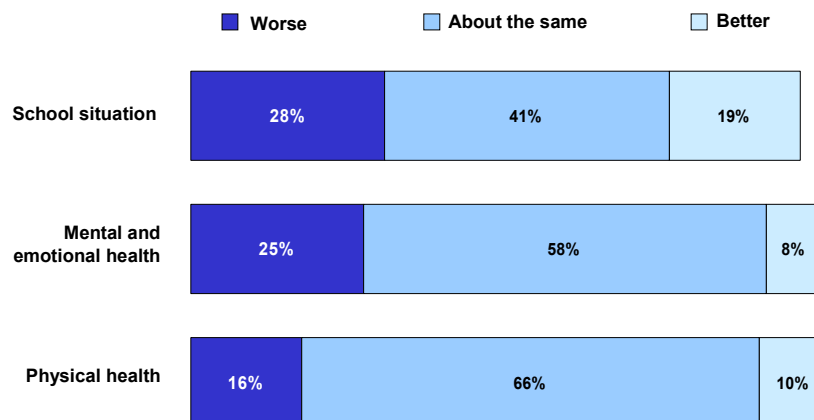
Note: The percentage who did not give an answer is not shown.

There are also signs of the kind of post-storm emotional distress among children that other researchers have noted.³⁰ Fully one in four storm survivors with children at home report that their children's mental and emotional health is worse now than it was before Hurricane Katrina, three times the number who say it is better (8 percent).

Children's Situation

Compared to before Hurricane Katrina, is the... of the children in your household better, worse or about the same today?

Based on those with children under the age of 19 living in their household who lived in New Orleans when Katrina hit.



Note: The percentage who did not give an answer is not shown.

Stress is not the only area where a sizeable group of New Orleans residents judge their lives as worse after Katrina: four in ten also said their financial situation was worse now than before the storm. In this aspect, as in many others, the storm was hardest on the most vulnerable residents: fully six in ten poor residents reported that their financial situation was worse today, roughly twenty percentage points higher than the rest of the population.

Across these measures of life pre- and post-Katrina, it is worth noting that many residents report a good deal of stability: roughly half (48 percent) say their housing situation is the same as before the storm, and the rest divide between it being better (23 percent) and it being worse (27 percent). Similarly, 47 percent say their relationship with their spouse or partner is the same, compared to 18 percent who say it is better and 12 percent who say it is worse.

Interestingly, the hurricane had a very mixed impact on people's sense of community. While three in ten (29 percent) say their sense of community was stronger now than before Katrina, a slightly larger percentage say it was worse (34 percent). Poor residents are only half as likely as those in households making more money to say their sense of community was better now (19 percent vs. 32 percent of other residents).

³⁰ See, for example, The Children's Health Fund, "Operation Assist" related research at <http://www.childrenshealthfund.org/publications/academicpubs.php>. Also: Eaton, Leslie. "Many Children Struggling After '05 Storms," *The New York Times*, December 7, 2007.

CHALLENGES FACING THE POPULATION: MENTAL AND PHYSICAL HEALTH, HEALTH CARE ACCESS, AND EMPLOYMENT

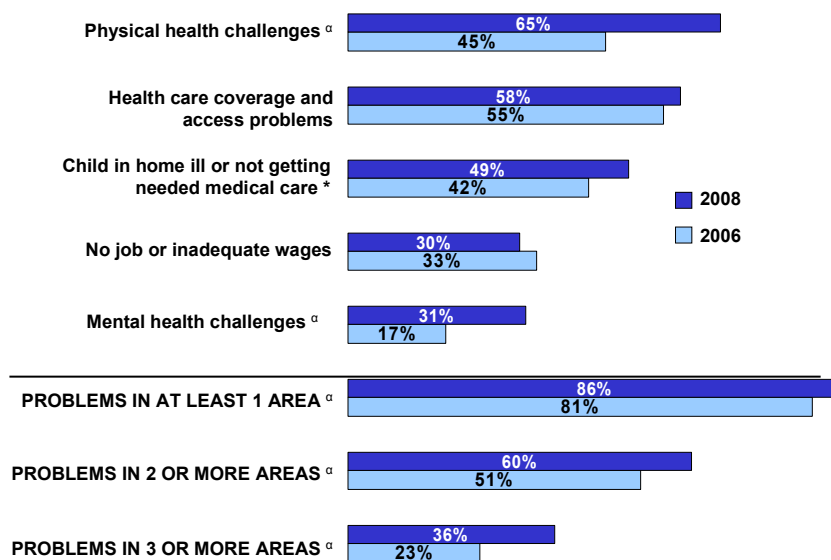
In 2006, we set about to create an aggregate measure of health and employment challenges facing the population, as a way of quantifying the extent to which the city is attempting to recover while also trying to meet the needs of a relatively disadvantaged population. In 2008 we recreated this measure.³¹ The result: though there have been changes in terms of which specific problems are more and less likely to plague the public, overall the city's residents are just as likely to be experiencing a challenge in at least one or two of these critical areas of daily life as they were a year and a half ago.

In some ways, this inability to make noticeable progress on deeply entrenched problems is not surprising. Even before the storm and flooding, New Orleans was serving a diverse, sicker, and poorer population in comparison to the nation, with roughly half its residents falling below 200 percent of the federal poverty level in July 2005, and a population that ranked low when it came to health statistics.³² Both in terms of income and health status, the city's pre-storm African American population ranked lower than its white residents. These disparities were exacerbated by the storm and the flooding that followed. Nor are problems with health, insurance coverage, access to needed medical care, and good jobs easily overcome by the enthusiasm, optimism, and hope that fueled the beginning of the massive recovery effort.

In 2008, we find that 86 percent of those adults living in New Orleans say they have a problem in at least one of these five areas: a physical or mental health challenge, a problem with health care coverage or access, a health problem facing a child, or an employment challenge. Even limiting the scale to the four health-related areas, more than eight in ten residents (84 percent) have at least one problem. If anything, somewhat more residents now than in 2006 report facing multiple problems at once: 60 percent say they have a challenge in at least two of these areas, up 9 percentage points from 2006, and 36 percent say they face challenges in three or more areas, up 13 percentage points from 2006.

Health and Employment Problems Facing City Residents

Percent who reported having a problem in each of the following areas:



^{*} Among those with children in the home.
^a Statistically significant difference at $p < 0.05$

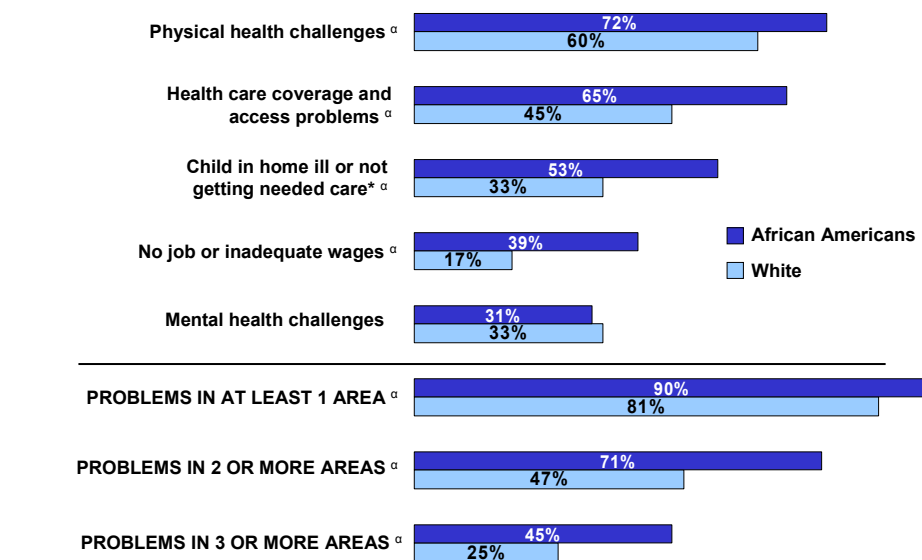
³¹ For a description of how the scales were created, please see Appendix B.

³² R. Rudowitz, D. Rowland and A. Shartzter, "Health Care in New Orleans Before and After Hurricane Katrina," *Health Affairs* 25, 2006: w394.

As was true a year and a half ago, African American residents – who on average have lower incomes than white city dwellers – are more likely to experience problems in all but one of the five categories. The biggest differences – at least twenty percentage points – are in health care coverage and access issues, children's health issues, and employment. There are no significant differences in the proportion who report suffering a mental health challenge. Looking at the problem scale by income paints a similar picture, with the largest differences being in the percentage who report at least one health care coverage or access problem (73 percent of low-income residents compared to 45 percent of other residents) and the percentage who report an employment-related challenge (47 percent versus 20 percent).

African Americans More Likely to Experience Multiple Problems

Percent who reported having a problem in each of the following areas:



* Among those with children in the home.

^a Statistically significant difference at $p < 0.05$

Employment issues and other economic challenges

The employment situation in the New Orleans region is one of relatively rapid change. As of the second quarter of 2007, more than 9,000 employers had closed or relocated post-Katrina, while just over 6,000 new firms had opened or moved to the area.³³ Given the reduced population of the city, this has translated into a relatively low unemployment rate, at least for the present. As we noted earlier, however, a majority of residents (64 percent) still say that “good jobs are difficult to find.”

Looking at the big picture on employment, the survey finds that about three in ten have some sort of employment-related challenge, similar to 2006. African American residents are more than twice as likely as white residents to be experiencing an employment-related challenge. Overall one in ten in the city report being unemployed, not a statistically significant difference from 2006, and a similar percentage (13 percent) report that their job does not pay enough to cover their basic expenses.

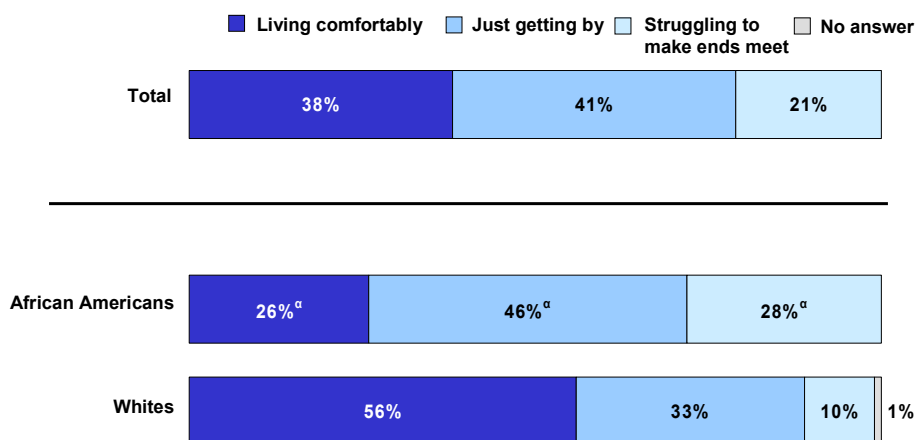
<i>No job or inadequate wages</i>	2008	2006
Job doesn't pay enough to cover basic expenses	13%	16%
Unemployed	10	12
On disability and can't work	7	6
<i>Any of these problems</i>	30	33

³³ “Tracking Recovery of New Orleans and the Metro Area,” *The New Orleans Index*. Brookings Institution/Greater New Orleans Community Data Center, April 16, 2008: 8 <http://www.brookings.edu/reports/2007/08neworleansindex.aspx>

Employment, however, is only one piece – albeit an important one – of people’s larger sense of the economy and the stability of their place in it. The current survey suggests that despite its low unemployment rate, New Orleans is a place where most residents feel economically on the edge, with six in ten describing themselves as “struggling to make ends meet” or “just getting by.” This is particularly true of the city’s African American population, where only one in four (26 percent) would describe themselves as “living comfortably.” Residents’ sense of financial struggle is likely a reflection of the extent to which many people, particularly in the African American community, are making do with relatively little money in the city. Overall, four in ten adult city residents live in families making less than 200 percent of the federal poverty level.³⁴ This rises to more than half (57 percent) of the city’s adult African American residents, compared to 17 percent of adult white residents.

Many, Particularly in African American Community, Struggle to Make Ends Meet

Thinking about your family’s financial situation, would you say you are living comfortably, just getting by, or struggling to make ends meet?



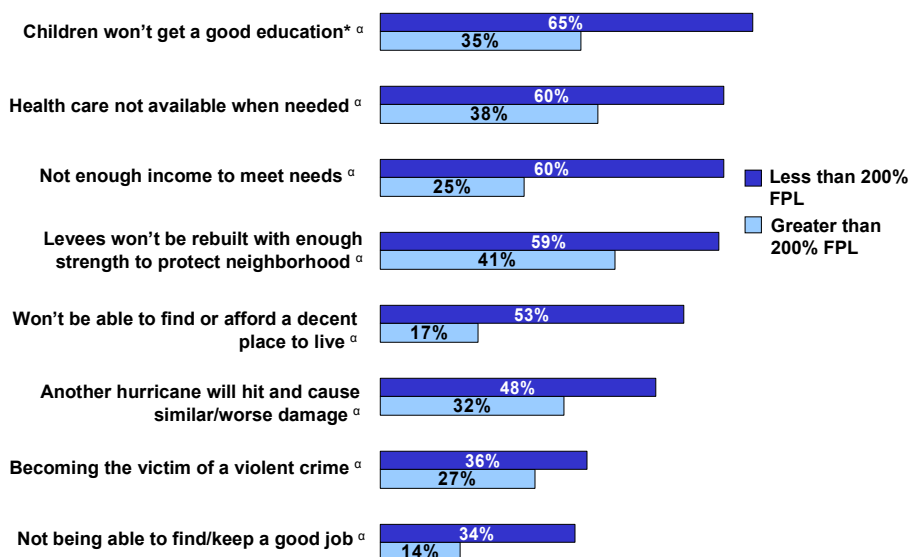
^a Statistically significant difference from whites at $p < 0.05$

³⁴ This estimate is based on the 83 percent who provided family financial information.

The city's low-income population – who make up roughly four in ten residents -- are exposed to challenges on multiple fronts, and their worries reflect this onslaught of potential problems. They are substantially more concerned than other residents not only about not having enough income to meet their needs, but about not having access to good health care and educational opportunities, and even about their neighborhoods not being prepared to meet the next big storm.

Low-Income Population Experiences More Worries

Percent who reported being very worried in each of the following areas:



* Among those with children in the home.

^a Statistically significant difference at $p < 0.05$

Low-income residents are also a group who appear to have been particularly hard hit economically by Katrina and its aftermath. Among the large majority of New Orleans residents who lived in the city at the time of the hurricane, low-income residents are significantly more likely than others to say that their financial situation is now worse than it was before the storm (53 percent of low-income respondents report their life is worse compared to 34 percent of other residents). They are also somewhat more likely to report that their job situation is now worse (30 percent versus 19 percent of other residents).

Mental health challenges more visible

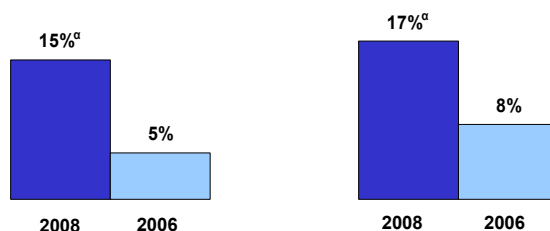
There has been consistent discussion in the academic and popular press about the extent and seriousness of mental health problems in New Orleans in the aftermath of the hurricane and flooding.³⁵ One of the most consistent findings in the new survey is the extent to which reported mental health problems have increased since 2006.

Notable Increase in Reported Diagnosis and Medication for Mental Health Problems

Has a doctor or health professional ever told you that you have a serious mental illness such as depression?

In the past 6 months, have you taken a prescription medication for problems with your emotions, nerves or mental health, or not?

Percent saying yes:



^a Statistically significant difference from 2006 at $p < 0.05$

Specifically, the survey finds a marked increase in the proportion of residents who say they have been diagnosed by a doctor with a serious mental illness, such as depression, from 5 percent in the 2006 survey to 15 percent now. There is also an uptick in the proportion who report they have recently been taking a prescription medicine for problems with their mental health (17 percent now compared to 8 percent in 2006). Not surprisingly, self-reports of feeling in “fair” or “poor” mental health have also doubled over the time period, from 10 percent to 20 percent now.³⁶ As noted earlier in the report, residents report that a higher stress level is the most widespread of eight possible negative personal effects of the storm.

<i>Mental health challenges</i>	2008	2006³⁷
Mental health “fair” or “poor”	20% ^a	10%
Taking medication for mental health issue	17 ^a	8
Diagnosed with serious mental illness	15 ^a	5
<i>At least one of these problems</i>	31^a	17
<i>Two or more of these problems</i>	14^a	5

^a Statistically significant difference from 2006 at $p < 0.05$

³⁵ See, for example: Weisler, et. al. “Mental Health and Recovery in the Gulf Coast after Hurricanes Katrina and Rita,” *JAMA*. 296:5, 2006: 585-588. Galea, et. al. “Exposure to Hurricane Related Stressors and Mental Illness after Hurricane Katrina,” *Arch Gen Psychiatry*. 64:12, 2007: 1427-1434.

³⁶ This represents the proportion of residents who described their own mental health as “fair” or “poor” on a standard five point scale.

³⁷ Note that the original 2006 scale, as published in the Kaiser Family Foundation report “Giving Voice to the People of New Orleans: The Kaiser Post-Katrina Baseline Survey” included some measures not carried on the 2008 survey. The version presented here was adjusted to be comparable to the 2008 scale, but may not match the version shown in the original 2006 report. See Appendix B for more information.

These findings come in the context of a drastic reduction, and a slow but steady recovery, in mental and behavioral health services in the city due to the disaster. When Charity Hospital was permanently closed due to flooding, the city lost its primary source of inpatient mental health care.³⁸ Since Katrina, the city and state have made strides in recovering New Orleans' capacity to deal with mental health issues, replacing some of the lost inpatient mental health beds at facilities around the area, making outpatient mental health services more available in the community, and recruiting mental health professionals to the area. However, the availability of services is still far below pre-Katrina levels, leaving gaps for those in the area with mental health needs.³⁹

Though the survey cannot directly tie these reported increases in mental health problems to Katrina-related aftereffects, this is certainly high on the list of plausible culprits. It's possible that, having survived the disaster and the immediate aftermath, the slow recovery is taking a toll on the population, somewhat like the shift from an acute to a chronic illness. But it's equally possible that the increased rates of reported mental health problems are an indication that the health system is at least partially up and functioning again. Residents may have a better opportunity to be diagnosed and treated for any mental health issues, an opportunity that was not as widespread at the time of our 2006 survey.

Unlike physical health problems, which are much more common among older residents, those under age 65 are just as likely to have a mental health challenge (32 percent compared to 26 percent of those age 65 and over). In fact, the increase in reported mental health issues is greatest among those aged 30 to 64.

Despite these increases in reported mental health problems, there was a decrease in the share of adults who report at least one mental health visit in the past 6 months. However, those who are using mental health services appear to be using them more frequently, as there was a small increase in the share with two or more visits (from 2 percent in 2006 to 8 percent now).

³⁸ R. Rudowitz, D. Rowland and A. Shartz, "Health Care in New Orleans Before and After Hurricane Katrina," *Health Affairs* 25, 2006: w401

³⁹ Shartz, Adele. "Health Care in New Orleans Before and After Hurricane Katrina" online tutorial.
<http://www.kaiseredu.org/tutorials/katrina/player.html>

What happened to the New Orleans healthcare system?

Before Katrina, Louisiana ranked at the bottom of states in coverage and health status with high levels of chronic illness and poor health outcomes, coupled with below-average rates of employer coverage and very limited Medicaid eligibility for low-income adults. About one in five nonelderly adults in the region were uninsured and dependent on the public hospitals run by Louisiana State University (LSU) – in New Orleans, Charity Hospital and its sister institution University Hospital – for their health care needs. Charity housed a variety of specialty services, notably the Gulf Coast's only Level One Trauma Center and more than 100 inpatient mental health beds, but the ability of the poor to access care in community settings was limited.

Hurricane Katrina and its floodwaters caused extensive physical damage and devastated the health care system in New Orleans. Most of the hospitals in the region closed at least temporarily, along with pharmacies, nursing homes, community clinics, and private doctors' offices, and many health care providers relocated to other areas. Charity, the region's major teaching hospital, was shuttered, leaving health services stretched thin for the poor and uninsured as well as other city residents. Mental health needs in particular were not being met.

Following the storm, state and local leaders sought to rebuild a better, more efficient health care system with a focus on expanding access to primary care in the community, but a year after the storm little progress had been made and the availability of health care services was still very limited. Though many private practices and mainstream services had recovered, only three of Orleans' nine general hospitals were open along with a handful of community clinics to serve the poor and uninsured. LSU was operating a clinic in a renovated department store in downtown New Orleans.

By 2008, capacity had increased in both inpatient and outpatient settings, providing the New Orleans population increased access to care. Though Charity remains closed, in November 2006 LSU began offering limited services at University Hospital. A total of five acute care hospitals are now open in Orleans Parish, and all 6 general hospitals in neighboring Jefferson Parish have reopened. After losing 372 of New Orleans' 507 psychiatric beds in Katrina's devastation, the state reports the number had reached 225 total beds as of February 2008. Additional clinics have begun offering services to the population, bringing the total in 2008 to more than 70 outpatient primary and behavioral health clinics that provide care regardless of ability to pay. Providers have returned as well—for example, there were 300 more registered nurses in Orleans Parish in 2007 than 2006.

Though basic services have been restored, residents do not yet have a fully-functioning, efficient health system and there are still gaps in the availability of health services. The future shape of the New Orleans health care system remains in contention, especially concerning the scope and role of a rebuilt public teaching hospital in downtown New Orleans to replace Charity.

Sources: Louisiana Hospital Association, Louisiana Department of Health and Hospitals, Louisiana State Board of Nursing.

An increase in reports of physical health challenges

The 2008 survey also found a higher proportion of residents reporting a physical health challenge. Overall, 65 percent report either having some sort of chronic condition or disability or being in “fair” or “poor” health, up from 45 percent in 2006. It is not clear to what extent this change is driven by an actual deterioration in health status and to what extent it is driven by other possible factors, including: increased access to care leading to increased diagnoses of problems; the return of a less-healthy segment of the population;⁴⁰ or the simple fact that with the passage of time, and as life crises fade, people are more able to concentrate on their own health.⁴¹ To some extent, it also seems that the 2006 survey may have represented an underreporting of health problems, perhaps reflecting the lack of available health services at that time.

<i>Physical health challenges</i>	2008	2006
Have any chronic condition or disability	61% ^α	42%
Health rated as “fair” or “poor”	30 ^α	14
<i>One of these problems</i>	65^α	45
<i>Both of these problems</i>	26^α	11

^α Statistically significant difference from 2006 at $p < 0.05$

Looking at the individual measures that make up this scale, a significantly larger percentage of residents report that they are in “fair” or “poor” health now than did so in 2006 – 30 percent vs. 14 percent. This rise in self-reported health issues is not confined to one age group, but occurs both among elderly and non-elderly residents. The change from 2006 in self-reported fair/poor health was more prominent among African Americans than among whites, however. There was a 22 percentage point jump in the number of African Americans reporting being in fair or poor health, compared to a 5 percentage point change among whites.⁴² This exacerbates a “health gap” that already existed between the two groups. Finally, lower income residents are much more likely than those with higher incomes to report that their health is not good. Nearly half – 46 percent – say they are in fair or poor health, compared to 19 percent of the rest of the city’s population.

⁴⁰ Note that the Census Bureau estimates that the population of New Orleans went from 210,198 in July 2006 to 239,124 in July 2007, their latest population estimate. Unfortunately, we do not have a way to ascertain whether the newer returnees are disproportionately less healthy.

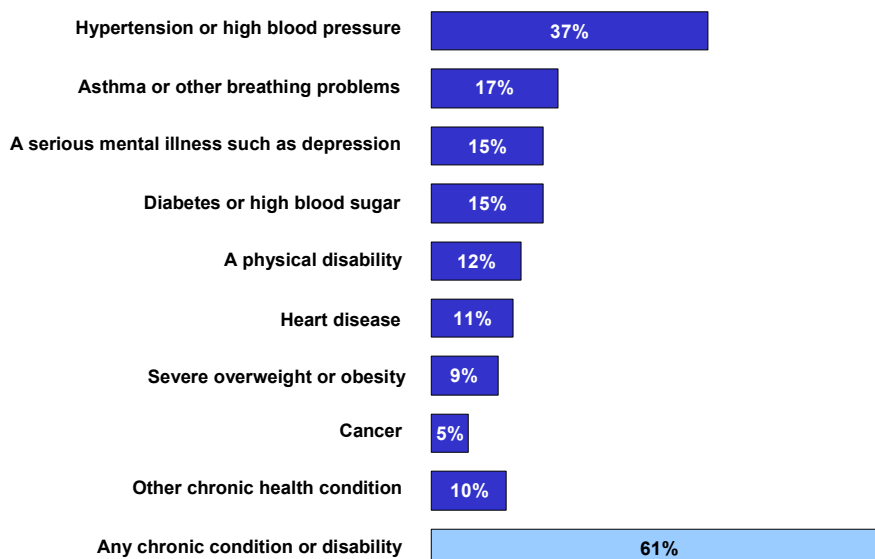
⁴¹ We also considered whether these dramatic changes might be a survey artifact of some sort, in particular, whether it might be a mode effect. If respondents are more likely to report health problems over the phone than they are in person, then this could explain at least part of the increase, since a portion of the interviews were conducted by phone in 2008. We did not, however, find evidence that this was the case. In 2008, for example, 31 percent of in-person respondents reported fair or poor health status, compared with 29 percent of phone and web respondents.

⁴² The change among whites is not statistically significant at $p < 0.05$.

The number of residents with some sort of chronic illness is now at 61 percent, up roughly 20 percentage points from 2006. Overall, hypertension is the most commonly reported condition, experienced by 37 percent of adults. It is also one of the conditions that is more widely reported now than in 2006 (up ten percentage points from 27 percent in 2006), along with asthma (17 percent versus 9 percent in 2006), serious mental illness (see above section), and physical disabilities (12 versus 7 percent in 2006). Though it is difficult to find comparable, direct national comparisons for every measure, the survey data suggests that the rates of high blood pressure, asthma and diabetes in New Orleans are higher than the national average.⁴³ Not surprisingly, elderly residents are more likely to report having a chronic health condition. The number of residents who report taking prescription medicine on a daily basis is at 52 percent, compared to 40 percent in 2006.

Self-Reported Prevalence of Chronic Conditions

Percent of total adults reporting:

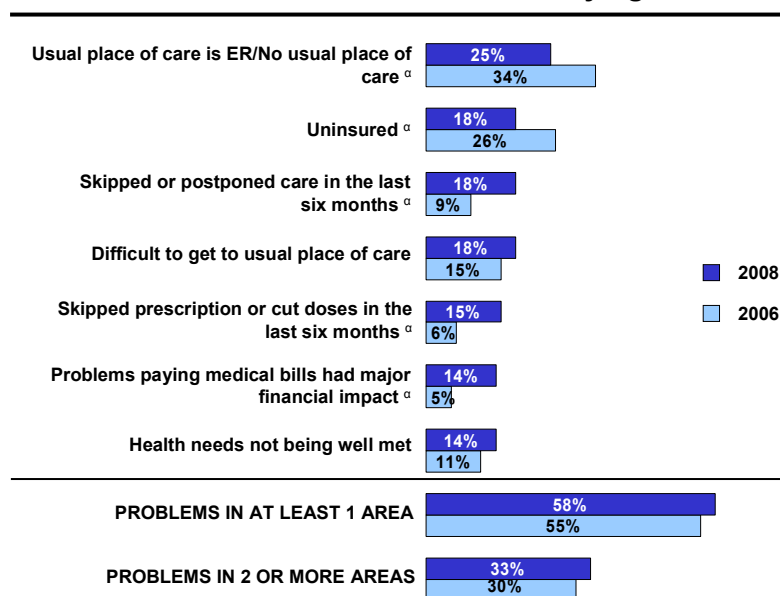


⁴³ According to the CDC's *Chronic Disease Indicators Report* in 2007, 28 percent of Americans report having been diagnosed with high blood pressure and 8 percent with diabetes. According to the CDC's 2006 *Summary Health Statistics for U.S. Adults: National Health Interview Survey*, 12 percent of adults report having been diagnosed with asthma.

Health care coverage improves but access issues worsen

The survey found that just as many residents have some sort of health care coverage or access problem in 2008 as a year and a half ago, but the nature of those problems have changed somewhat. On the positive side of the ledger: more residents report having health insurance, and fewer say that they are depending on a hospital emergency room as their primary source of care. On the negative side: affordability seems to be a bigger issue. Substantially more are having problems paying their medical bills, and there is a corresponding increase in the percentage who are skipping needed care or medicines because of cost concerns.

Some Improvements in Coverage and Access, but More Problems Paying



^a Statistically significant difference at $p < 0.05$

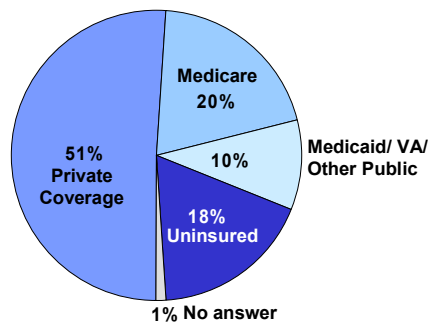
Overall, more than half the city's adult population has some sort of coverage or access problem, and a third have two or more problems. These proportions are unchanged from our 2006 survey. Lower income residents are much more likely to report experiencing at least one of these problems (73 percent do compared to 45 percent of other residents).

One positive development over the past year and a half: the percentage of all adults in New Orleans who are uninsured has dropped from 26 percent in 2006 to 18 percent now. (Among adults ages 18 to 64, the nonelderly population, the reported uninsurance rate is 22 percent.) The drop in uninsurance seems mostly driven by a bump up in the number of people who report getting private coverage through an employer, which went from 37 percent in 2006 to 42 percent now.

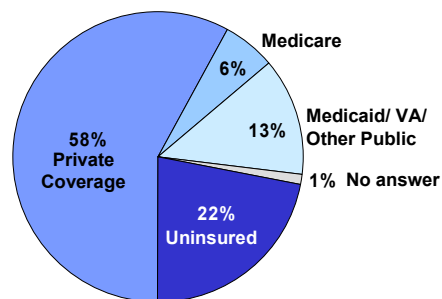
Overall, low-income residents are less likely to report having health insurance. Just over one in four low-income adults (27 percent) say they are uninsured.

Health Insurance Coverage of Adults in New Orleans

All Adults (18 and Older)



Nonelderly Adults (18-64)



Who are the uninsured adults in New Orleans?

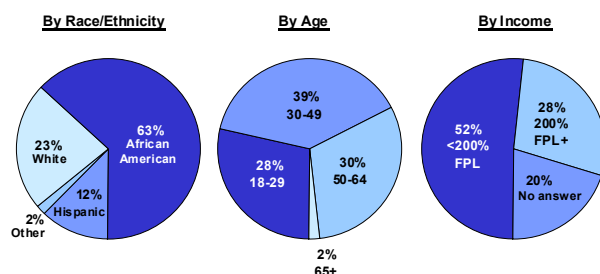
As New Orleans continues its rebuilding and recovery, one of the key areas of focus is improving access to health care. Having health insurance coverage makes a significant difference in whether and when a person obtains necessary medical care, where he or she gets care, and, ultimately, in an individual's health and financial security.

Lack of health insurance coverage remains a pressing challenge for many adults in New Orleans in 2008. Although the reported uninsured level fell since 2006, as of 2008, 18 percent of all adults and 22 percent of non-elderly adults in New Orleans report being uninsured. Nationally the rates are 16 percent and 20 percent, respectively as of 2006.

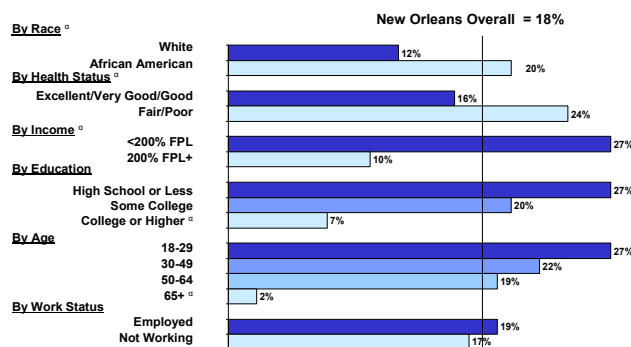
African American adults are significantly more likely than white, non-Hispanic adults to be uninsured, and comprise six in ten of the city's uninsured adults. As is true nationwide, low-income adults (those with family incomes below 200 percent of the federal poverty level) and those in fair or poor health are at particular risk of being uninsured. Nearly six in ten (58 percent) uninsured adults are working on at least a part-time basis.

Overall, these findings paint a portrait of uninsured adults that is largely reflective of today's health coverage problems nationally. Those most at risk for being uninsured, especially the low-income and those with health problems, have the fewest resources to pay for health care on their own and may face some of the most significant consequences if they are unable to obtain needed care. As families face increasing financial strains due to the recent economic downturn and escalating living expenses, improving coverage for New Orleans' uninsured population can both help to assure that families can access the care they need as well as help provide needed resources to rebuild New Orleans' health infrastructure.

Uninsured Adults in New Orleans by Selected Characteristics



Uninsured Rate Among All Adults in New Orleans by Selected Characteristics



^a Statistically significant difference at $p < 0.05$

Orleans Parish residents seem to be increasingly successful in finding their way to care as well. In another positive development, the percentage who say that they have no usual place to go for care, or that their usual source of care is a hospital emergency room, has dropped from 34 percent in 2006 to 25 percent now. Concurrently, the proportion who say they had visited the emergency room during the last six months dropped from 28 percent to 19 percent. There was an increase in the percentage that say they visited a doctor sometime in the past six months, from 52 percent to 61 percent. Among those who have a regular place of care, fully two in three (67 percent) say they see a particular doctor or nurse, compared to half (50 percent) who said the same in 2006.

There are still problems in physically getting to a place of care, however. Nearly one in five (18 percent) say it is at least “somewhat” difficult for them to get to their regular source of health care.

The negative development in the area of access and use comes in the shape of affordability issues. Overall, fully one in four (25 percent) say they or another family member had a problem paying for medical bills in the past six months, up dramatically from 9 percent in 2006. More than half of those who report a financial problem say these medical bills had a “major impact” on their household.

There were other signs that residents were finding it difficult to afford health care, even when it came to needed treatments. At least twice as many as in 2006 report that they recently skipped or postponed needed care (18 percent now vs. 9 percent in 2006) or skipped needed doses of medication due to cost (15 percent vs. 6 percent). The changes bring New Orleans residents more in line with recent national survey results on these issues.⁴⁴

The increased percentage reporting difficulty paying for health care may be in part due to the difficult economic climate gripping Louisiana and the rest of the nation in 2008, or else the fact that the free care available in the short-term aftermath of the disaster may be reduced. The survey also suggests that more residents were gaining access to health insurance and health care during this time period, and it is possible that greater access is translating into higher costs.

⁴⁴ Kaiser Family Foundation, “Kaiser Health Tracking Poll: Election 2008,” *Health News Index*. April 3-13, 2008

Child-related health issues

The survey is of adults, but of course the storm and its aftermath impacted the city's children every bit as much, if not more. Earlier in the report we noted that most adults don't imagine it is a good time to be a child growing up in New Orleans. We also noted that residents' most widespread complaint about their neighborhoods is that there are not enough safe places for children to play.

The survey suggests that New Orleans' children are also facing a number of problems when it comes to health and health care. Though we did not measure these directly in the survey, we did ask the adults in the household to report on the status of the children who live with them. Overall, half of those with at least one child under age 19 in their homes report a health or health care challenge facing a child.

<i>Child in home has health challenge or is not getting needed care (among those with children in household)</i>	2008	2006⁴⁵
Child in home with chronic condition or disability	31% ^a	21%
Any child didn't get needed health care in last 6 months	13	17
Uninsured child in home	12	11
Children's health needs not being met well	6	5
<i>At least one of these problems</i>	49	42
<i>Two or more of these problems</i>	12	10

^a Statistically significant difference from 2006 at $p < 0.05$

As was true with the adult population, the survey finds an increased percentage reporting that there is a child in the home with a chronic condition or disability (31 percent compared to 21 percent in 2006). Just over one in ten reports that there is a child who did not get the health care they needed in the past six months for cost reasons. And though reported health insurance coverage improved for adults over the time period, there was no change from 2006 in the percentage who report having at least one uninsured child in the home (currently 12 percent of those with children).

⁴⁵ Note that the original 2006 scale, as published in the 2006 Kaiser Family Foundation report, "Giving Voice to the People of New Orleans: The Kaiser Post-Katrina Baseline Survey" included some measures not carried on the 2008 survey. The version presented here was adjusted to be comparable to the 2008 scale, but may not match the version shown in the original 2006 report. See Appendix B for more information.

CONCLUSION

The Kaiser Family Foundation 2008 survey of New Orleans – the second of at least three planned surveys – is an attempt to better understand residents' views at this point in the recovery process which is neither determined beginning nor satisfying terminus, but somewhere in the long slog in between. Like most surveys of complex topics, it holds both good and bad news for those local and state leaders and organizers who are tasked with the rebuilding process.

On the one hand, the survey suggests that, from the perspective of residents themselves – the key players in this process and the ones with on-the-ground experience – progress across a variety of key quality of life issues has been limited. On the other hand, most say that the recovery overall is moving in the right direction and there is a hardy well of optimism about the city's future amongst the population, one on which leaders can continue to draw moving forward.

The issues on which people see the least progress are problems familiar to much of urban America, and exacerbated in a city whose infrastructure – both bricks and mortar as well as its people – was so devastated in the recent past. Many of the areas where residents don't see satisfactory progress – such as crime control, health and health care, and education – are also issues with which New Orleans struggled even before the hurricane. To some extent, then, these findings of dissatisfaction suggest that officials are facing a moving target in terms of expectations: once a problem is taken care of, residents turn to the next one on their list. It may simply be too much to expect an incremental, post-hurricane recovery process to make tangible improvements across such a wide range of serious issues in a two to three year time frame.

The survey also quantifies the extent to which people in the city feel let down by a variety of actors– from the president and Congress to insurance companies – as well as the extent they feel that the rest of the country has forgotten that they are still, nearly three years later, facing important challenges.

Finally, the results of the survey highlight the extent to which the city's slowly recovering health care system is facing a major challenge, not just to reorganize and rebuild an infrastructure, but in terms of meeting the needs of a population reporting significant mental and physical health challenges. This second installment of the Kaiser New Orleans survey series found a marked rise in self-reported health problems. In some ways, these increased levels may be indications of better access, so that as residents are more likely to get in to see physicians they are more likely to be diagnosed and treated. In other ways, it may be a sign that the psychological scars of Katrina are still raw and that the population is fatigued by the ongoing challenges of living in a changed, recovering city.

The Foundation remains committed to revisiting these and any new issues that arise in New Orleans in the next installment of our in-depth, post-Katrina survey project.

APPENDIX A: DEMOGRAPHICS OF ORLEANS PARISH ADULT POPULATION (AGE 18+) FOR 2005, 2006, AND 2008

	Kaiser Post-Katrina Survey		U.S. Census Bureau's American Community Survey
	Orleans Parish 2008	Orleans Parish 2006	Orleans Parish 2005 (Pre-Katrina)
	% of adults ¹	% of adults	% of adults
Gender			
Male	46	44	45
Female	54	56	55
Age (years)			
18-49	51	57	61
18-29	19	18	23
30-49	32*	39	38
50+	47	44	39
50-64	28	27	25
65+	19	17	15
Refused	2	<1	-
Race/ethnicity			
White, non-Hispanic	35	39	32
African American, non-Hispanic	56	53	60
Asian American	2	1	3
Hispanic	5	5	3
Some other race	1	1	1
Refused	1	<1	-
Marital status			
Married	47*	40	37
Living as married	9	7	NA
Single, never married	26	29	38
Separated	2	4	4
Divorced	9	12	13
Widowed	7	7	9
Refused	<1	1	-
Education			
Less than high school graduate	13	12	18
High school graduate	26	29	28
Some college or technical school	26	25	25
College graduate or more	35	31	30
Refused	1	2	-
Income²			
< 200% Federal Poverty Level (among those reporting)	41	NA	39
200% Federal Poverty Level and above (among those reporting)	59	NA	61
Home ownership³			
Own	52	54	50
Rent	36	36	48
Staying with friends or family	10*	6	NA
Temporary housing	NA	3	NA
Don't know/Refused/Other	2	1	2
Any child in household⁴			
Yes	37	34	29
No	62	66	71

¹ Asterisk * indicates a statistically significant difference between 2006 and 2008. Statistical differences between Kaiser Survey and American Community Survey were not tested due to differences in survey methodology.

² Percentages shown here are among the 83 percent of respondents who provided income information in 2008. Because of the large number of respondents who did not answer the household income question in 2006, we are not able to show a comparison in this category.

³ Percentages from the 2005 American Community Survey are among occupied housing units.

⁴ 2008 and 2006 Kaiser survey measure refers to those respondents with any child under age 19 in their household. The measure from the 2005 American Community Survey refers to the percentage of occupied housing units with a child under age 18.

APPENDIX B: CREATING AGGREGATE PROBLEM MEASURES

Throughout this report, we refer to several aggregate measures of problems facing the population. This Appendix explains how and why individual measures were aggregated into categories in both the current survey and our 2006 baseline survey.

We grouped these questions by broad areas that are often used to measure the status of people's personal situations and well-being. Questions were grouped into categories that made intuitive sense and that corresponded closely with the exact answers from the respondent.

To confirm the validity of the categories, we ran factor analysis and scale reliability analysis with each of the individual items that make up the aggregate measures. This analysis confirmed that the categories we created were generally cohesive (i.e., items that were placed in the same aggregate measure loaded on the same factor; Cronbach's Alpha values were reasonably high; and removing individual items did not increase Alpha values).

The broad categories of problems, specific problems measured, and specific questions included are shown below.

Area	Problems measured	Questions included
Employment	No job or inadequate wages	Self-reported employment status and whether current job pays enough to cover basic expenses
Physical health	Physical health challenges	Self-reported health status and whether respondent has ever been diagnosed with a chronic condition or disability
Mental health	Mental health challenges	Self-reported mental health status, whether respondent has been diagnosed with a serious mental illness or is taking medication for mental health
Health care access	Health care coverage and access problems	How well health needs are being met, ease of travel to medical care, usual source of care, uninsured status, whether respondent has skipped or postponed care and/or had problems paying medical bills in past 6 months
Children in household	Child in home troubled, ill, or not getting needed care	How well children's health needs are being met, whether any child in home is uninsured, has a chronic condition or disability, or didn't get needed care in past 6 months

Note that a few questions that were included in the scales in the 2006 survey report were not repeated in the 2008 survey. All trends to 2006 reported in this document are based on aggregate scales that include *only* the questions that were asked in both 2006 and 2008 (so the aggregate mental health and children in household scales reported for 2006 in this document will not match up exactly to the 2006 report).

APPENDIX C: SURVEY METHODOLOGY

New Orleans Three Years after the Storm, the *Second Kaiser Post-Katrina Survey* was designed and analyzed by researchers at the Kaiser Family Foundation including: the survey research team led by Kaiser Vice President and Director for Public Opinion and Survey Research Mollyann Brodie along with Claudia Deane and including Liz Hamel, Sasha Buscho, and Pam Murnane; the health policy team led by Kaiser Executive Vice President Diane Rowland and including Adele Shartzer, Samantha Artiga, and David Rousseau; and Kaiser President and CEO Drew Altman. Dr. Brodie had overall responsibility for the project. Interviews were completed between March 5 and April 28, 2008, in English and Spanish among 1,294 randomly selected adults ages 18 and older residing in Orleans Parish. An address-based sample with a mixed-mode interviewing design was used to ensure that households without telephones, those with unlisted telephone numbers, and those that are cell-phone only were included. As such, 669 interviews were completed by telephone, 447 were in-person interviews, and 178 were self-administered via the Internet.

The table below shows the number of respondents and margin of sampling error for the total sample and for key subgroups. For results based on other subsets of respondents the margin of sampling error may be higher.

	Number of respondents	Margin of sampling error (accounting for design effect)
Orleans Parish	1294	±3
African Americans in Orleans	610	±5
Whites in Orleans	574	±5

ICR/International Communications Research collaborated with Kaiser researchers on sample design and weighting, and supervised all phases of the fieldwork. Dr. Karen DeSalvo and her colleagues in New Orleans provided helpful guidance and feedback throughout this project, and were instrumental in shepherding the questionnaire through Tulane University's Office of Human Research Protection.

SAMPLE SELECTION AND FIELDWORK

The sample was selected using a multi-stage stratified area probability design. In the first stage, a sample of 275 segments based on Census Block Groups (CBGs) was selected as primary sampling units (PSUs) in each of the 14 Census tract defined neighborhoods in Orleans Parish (New Orleans proper). In order to increase the efficiency of the resulting sample, these PSUs were randomly selected using selection probabilities that were proportional to the number of residences in each neighborhood as measured by the U.S. Postal Service's Delivery Sequence File (DSF).⁴⁶ In the second stage of selection, a systematic random sample of addresses was selected as secondary sampling units (SSUs) using the DSF. In the final stage, an adult was randomly selected in each contacted household to serve as the final sampling unit (FSU).

To ensure coverage of all types of households and to improve the response rate, the project was fielded using a mixed-mode design, incorporating telephone, face-to-face, and self-administered interviews via the Internet. In deciding on this approach to data collection, we took several factors into account. First, given the increased reliability of DSF as a source for drawing a sample, and the fact that the New Orleans population (and the population with reliable phone service) has stabilized somewhat since 2006, we felt it was possible to complete at least some of our interviews by phone.⁴⁷ The second factor was the desire to

⁴⁶ DSF is a comprehensive address database from the United States Postal Service, at the ZIP+4 level, with over 135 million records. This database relates the delivery status of every postal deliverable address in the US and whether each individual address is active, vacant, seasonal, etc. Using daily feedback from letter carriers, the database is updated on a nearly continuous basis. This source has become a standard for defining and enumerating non-telephone sample frames, from face-to-face designs to multi-mode (e.g., mail-telephone-personal) and strictly mail.

⁴⁷ In an analysis of DSF housing counts in the months following Katrina, the Greater New Orleans Community Data Center found that while household counts based on the DSF immediately following the storm were unreliable, these counts eventually stabilized

produce cost savings over the fully in-person approach we took in 2006. Given that our 2006 survey found that 31 percent of Orleans residents did not have a land line at home, however, we did not feel comfortable moving the entire sample to telephone interviewing. Thus the mixed-mode design. Question wording was comparable across modes in an attempt to minimize mode effects.

Selected addresses were matched to listed telephone databases in order to get a phone number for as many addresses as possible. We were able to match about 45 percent of the addresses with a landline phone number. Addresses with a listed telephone number were sent a pre-notification letter informing the household about the survey, and then were contacted by telephone to take the survey.⁴⁸ Those without listed telephone numbers were sent a letter inviting them to call a toll-free number to complete the survey or to visit a specified website and take the survey online. Unlisted households (which include those with a telephone who choose not to have their number listed as well as those with no landline phone) were offered a \$15 incentive to complete the survey to compensate them for the additional effort of contacting us and to defray possible cell phone costs they might incur. Such individuals were given the choice of receiving the incentive in the form of a personal check or having Kaiser Family Foundation donate their incentive to one of four local charities.

Those who did not respond to this first wave of outreach (and who were living in low-response rate segments) were visited at their homes by a trained interviewer whether or not they were in the listed or unlisted portion of the sample. All members of the 2008 interviewing team had experience with the 2006 Kaiser Family Foundation survey of New Orleans. Interviewers visited non-respondents four times. On their last visit, upon still not reaching the desired respondent, they left an additional letter re-inviting the respondent to call in or reach us via the web.⁴⁹

In all the modes, interviewers were instructed to attempt their outreach at different times of the day and different days of the week at each randomly selected household until an interview or a hard refusal was obtained. These field methods were put in place to ensure a representative sample of people who were home at different times, rather than just including the people who were easiest to find at home. In-person interviews were conducted via CAPI, and telephone interviews via CATI.⁵⁰

When an interviewer made contact with a randomly selected household, an eligible adult within the household was randomly selected to complete the interview using the “most recent birthday” method. Household residents aged 18 and older were eligible to participate in the survey. There was no substitution of selected households, or of respondents within or across households. The one exception to this policy: the 180 interviews which were completed on the web, where random in-house selection was deemed impractical.

SAMPLE WEIGHTING

Two sets of weights were generated for these survey data: household level and population level.

Household-level weights were calculated in three distinct, successive phases. In the first phase, a base weight was calculated to adjust for the employed sample design, which includes proportional-to-size selection probabilities at the CBG level within each neighborhood. These base weights also reflected the selection probabilities of households in each sample segment. The resulting weights were then adjusted to compensate for differential nonresponse in each neighborhood. In the final step, nonresponse-adjusted weights were post-stratified to counts of occupied housing units within each neighborhood as reported by the latest version of the DSF.

by mid- to late-2006, giving us confidence that by 2008, these counts were an appropriate benchmark for weighting our data.

http://www.gnocdc.org/reports/GNOCDC_research_note_May07.pdf

⁴⁸ All letters distributed had a Spanish translation on the reverse side.

⁴⁹ Using sequential mixed-modes has been shown to improve response. See E.D. de Leeuw. “To Mix or Not to Mix Data Collection Modes in Surveys,” *The Journal of Official Statistics*. 21 (2), 2005: p. 233-255.

⁵⁰ CAPI = Computer Assisted Personal Interviewing. CATI = Computer Assisted Telephone Interviewing.

Person-level (population) weights were calculated to reflect the random selection of one adult per household and to compensate for potential undercoverage of certain subsets of adults in the city. For this purpose, person-level base weights were generated by multiplying the final household-level weights by reported number of adults in each responding household. Using a proportional fitting algorithm, the resulting weights were then adjusted simultaneously to match the distribution of adults in Orleans Parish by race/ethnicity, age, and gender according to the latest projections provided by Claritas, Inc. The 2008 Claritas projections incorporate Census demographic estimates for Orleans Parish as of July 1, 2006 (post-Katrina).

This post-stratification weighting to reported population totals is an important tool used in almost all survey research, and is considered an effective method for reducing bias due to differential nonresponse and undercoverage among different demographic subgroups. We did not perform the above weighting adjustment in our 2006 survey due to the lack of reliable post-Katrina demographic data for the area at the time. In contrast, these data were available in 2008. To address potential concerns about comparing 2008 data to those from 2006, which had no post-stratification adjustments, we computed and compared two versions of the demographic estimates from the 2008 survey: The first uses a weight that accounts only for the sample design and number of adults in the household (phases 1 and 2) but does not take into account the available Claritas information on demographics, while the second uses all three phases of weighting, including post-stratification. The table below compares these demographic estimates using the two different weights for 2008, as well as the estimates from our 2006 survey. The overall differences are relatively small, and in no case are there statistically significant differences between the two considered 2008 weights. It should also be noted that none of the substantive results on the survey questionnaire more generally differed significantly when using the phase 1-2 weight compared with the weight that included post-stratification.

	2008 Estimate (including post- stratification)	2008 Estimate (no post- stratification)	2006 Estimate (no post- stratification)
Gender			
Male	46%	43%	44%
Female	54	57	56
Age			
18-29	19	17	18
30-49	32	33	39
50-64	28	33	27
65+	19	15	17
Race/Ethnicity			
White	35	38	39
African American	56	53	53
Hispanic	5	5	5
Other race	3	3	2
Education			
Less than high school graduate	13	12	12
High school graduate	26	25	29
Some college or technical school	26	25	25
College graduate	35	37	31

*Note: No statistically significant differences between any observations for the 2008 data using two different weights.

APPENDIX D: SURVEY TOPLINE RESULTS

Notes for reading the topline:

- “Orleans” refers to Orleans Parish
- Percentages may not always add up to 100% due to rounding
- Values less than 0.5 percent are indicated by an asterisk (*)
- “Vol.” indicates a response was volunteered by the respondent, not offered as an explicit choice
- Screening questions asked at the top of the interview are reported with demographics at the end

MAIN INTERVIEW

1. Considering everything, are you optimistic or pessimistic about the future of the greater New Orleans area?

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
74	70	Optimistic
20	24	Pessimistic
6	6	Don't know
*	--	Refused

3. Generally speaking, do you think NOW is a (good) time or a (bad) time for children to be growing up in New Orleans?
(ROTATE ITEMS IN PARENTHESES)

<u>2008 Orleans</u>	
34	Good time
56	Bad time
10	Don't know
*	Refused

4. Would you say that in general the recovery and rebuilding effort in the greater New Orleans area is going in the right direction or going in the wrong direction?

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
56	58	Right direction
35	33	Wrong direction
8	9	Don't know
1	--	Refused

- 4b. How do you personally feel about the amount of progress that has been made in the recovery and rebuilding effort: would you say you are enthusiastic, satisfied but not enthusiastic, dissatisfied but not angry, or angry?

<u>2008 Orleans</u>	
41	Enthusiastic/Satisfied (Net)
6	Enthusiastic
35	Satisfied but not enthusiastic
52	Dissatisfied/Angry (Net)
41	Dissatisfied but not angry
11	Angry
6	Don't know
1	Refused

5. Considering everything, what is the single biggest problem facing New Orleans today? (DO NOT READ LIST)

Interviewer: Do not probe if they give a straightforward answer, i.e., "crime."

Crime	36
Housing related issues (i.e., affordable housing, rebuilding destroyed housing)	18
Economy-related (net)	10
Poor political leadership (net)	9
Education/schools	7
Health care	4
Recovery process issues (i.e., plan lacking/pace/funding) (net)	4
Hurricane protection/rebuilding floodwalls, levees	2
Lack of/poor infrastructure (general)	1
Alcohol/drug abuse	1
Lack of unified community	1
Other societal problems mentions	1
Lack of basic services (general) (net)	1
Lack of/poor roads	*
The homeless	*
Lack of personal responsibility/morals/values/people not taking responsibility for themselves	*
The people/the mindset of the people (not further specified)	*
Homeowner's insurance	*
Trying to get people to come back/stay	*
Negative city image	*
Something else	1
Nothing/no problems	1
Don't know	2
Refused	*

6. In general, can you tell me how satisfied or dissatisfied you are with your overall quality of life? Very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
25	25	Very satisfied
51	53	Somewhat satisfied
17	16	Somewhat dissatisfied
6	6	Very dissatisfied
*	*	Don't know
*	--	Refused

7. Were you living in the New Orleans area at the time Hurricane Katrina hit or not?

<u>2008 Orleans</u>	
90	Yes
10	No
--	Don't know
--	Refused

8. Thinking about your own situation, would you say you have experienced a lot, some, not much, or no hardship as a result of the storm and its aftermath?

Based on those who lived in the New Orleans area at the time Hurricane Katrina hit.

<u>2008 Orleans</u>	
85	A lot/Some hardship (Net)
53	A lot
32	Some
15	Not much/no hardship (Net)
10	Not much
5	No hardship
*	Don't know
*	Refused
N=1160	

9. Which of the following best describes your personal situation in terms of recovering from Hurricane Katrina? Would you say that your day to day life is largely back to normal, almost back to normal, still somewhat disrupted, or still very disrupted?

Based on those who lived in the New Orleans area at the time Hurricane Katrina hit.

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
23	18	Largely back to normal
36	35	Almost back to normal
30	30	Still somewhat disrupted
11	16	Still very disrupted
*	--	Don't know
*	--	Refused
N=1160	N=837	

10. Compared to before Hurricane Katrina, is your (INSERT 1st ITEM) better, worse, or about the same today? And compared to before Katrina, is your (INSERT 2nd ITEM) better, worse, or about the same today? How about your (INSERT NEXT ITEM)? (SCRAMBLE ITEMS. H SHOULD ALWAYS FOLLOW G)

Based on those who lived in the New Orleans area at the time Hurricane Katrina hit. N = 1160

2008 ORLEANS	<u>Better</u>	<u>Worse</u>	<u>About the same</u>	<u>Single/ NA (vol.)</u>	<u>Retired/ NA (vol.)</u>	<u>Don't know</u>	<u>Ref.</u>
a. Personal financial situation	17	40	42	NA	NA	*	*
b. Housing situation	23	27	48	NA	NA	1	*
c. Relationship with your spouse or partner	18	12	47	21	NA	2	*
d. Job situation	19	23	39	NA	19	1	--
e. Sense of community	29	34	35	NA	NA	2	*
f. Physical health	10	32	58	NA	NA	*	--
g. Mental and emotional health	11	39	49	NA	NA	1	*
h. General level of stress	9	53	37	NA	NA	1	*
Percent saying at least one of these is worse	77						
Percent saying three or more are worse	48						

Compared to before Hurricane Katrina, is your personal financial situation better, worse, or about the same today?

Based on those who lived in the New Orleans area at the time Hurricane Katrina hit.

2006 and 2008 ORLEANS	<u>Better</u>	<u>Worse</u>	<u>About the same</u>	<u>Single/ NA</u>	<u>Retired/ NA</u>	<u>Don't know</u>	<u>Ref.</u>
a. Personal financial situation							
2008 Orleans (N=1160)	17	40	42	NA	NA	*	*
2006 Orleans (N=837)	11	40	48	NA	NA	*	*

11. How many children, under age 19, are living in this household?

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
62	66	None
15	15	1
11	10	2
5	5	3
6	4	4+
--	*	Don't know
*	--	Refused

12. Are you the parent or guardian of (this child/any of these children), or not?

Based on those with children under the age of 19 living in their household.

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
74	74	Yes
26	23	No
--	*	Don't know
--	3	Refused
N=406	N=293	

- 12a. Of how many of these children are you the parent or guardian?
Based on those who are the parent or guardian of any children under the age of 19 living in their household.

2008 Orleans

47	1
32	2
12	3
9	4+
--	Don't know
*	Refused

N=334

Q.11/12/12a Combination Table based on Total

2008 Orleans

62	Do not have any children in household
37	Have children in household (Net)
25	Parent/guardian of all
3	Parent/guardian of some
10	Not parent/guardian
--	Don't know
*	Refused

13. Compared to before Hurricane Katrina, is the (INSERT 1st ITEM) of the children in your household better, worse, or about the same today? And compared to before Katrina, is their (INSERT 2nd ITEM) better, worse, or about the same today? How about their (INSERT 3rd ITEM)? (SCRAMBLE ITEMS)
If questioned to which child and one was born since Katrina: "We would like your answers to reflect the child/children you had before Katrina hit."
Based on those who lived in NOLA when Katrina hit with children under the age of 19 living in their household.
 N = 376

2008 ORLEANS

	<u>Better</u>	<u>Worse</u>	<u>About the same</u>	<u>Born since Katrina (vol.)</u>	<u>Not in school (vol.)</u>	<u>Don't know</u>	<u>Ref.</u>
a. Physical health	10	16	66	7	NA	1	1
b. Mental and emotional health	8	25	58	7	NA	1	*
c. School situation	19	28	41	7	4	1	--

14. Thinking about the rebuilding and recovery efforts in the greater New Orleans area, please tell me if each of the following should be one of the top priorities for rebuilding efforts, very important, somewhat important, not too important, or not at all important. (SCRAMBLE ITEMS)

These questions were asked of half the sample. The other half of the sample were asked different questions in Q15

Interviewer Note: Re-read every third item "How about (insert item) should this be one of the top priorities for rebuilding efforts, very important, somewhat important, not too important, or not at all important?"

N = 659

	One of <u>the top</u>	Very <u>important</u>	Somewhat <u>important</u>	Not too <u>important</u>	Not at all <u>important</u>	Don't <u>know</u>	<u>Ref.</u>
a. Controlling crime and assuring public safety							
2008 Orleans	63	34	3	*	--	--	--
2006 Orleans	49	47	3	*	--	*	*
b. Making medical facilities and services more available							
2008 Orleans	53	41	6	*	1	--	--
c. Making public transportation more available							
2008 Orleans	29	44	22	3	1	1	--
d. Rebuilding destroyed neighborhoods							
2008 Orleans	41	43	12	2	1	1	*
2006 Orleans	37	55	6	1	1	*	*
e. Making affordable housing more available							
2008 Orleans	45	40	10	2	2	*	--
2006 Orleans	34	55	8	1	*	1	*
f. Strengthening the public school system							
2008 Orleans	52	42	2	*	1	3	*
g. Repairing the levees, pumps, and floodwalls							
2008 Orleans	64	32	3	*	*	--	*
2006 Orleans	54	44	1	*	*	1	--
h. Attracting more businesses and jobs to New Orleans							
2008 Orleans	44	45	8	1	1	1	--

Q.14 "One of the top" Summary

N = 659

2008 Orleans

64	Repairing the levees, pumps, and floodwalls
63	Controlling crime and assuring public safety
53	Making medical facilities and services more available
52	Strengthening the public school system
45	Making affordable housing more available
44	Attracting more businesses and jobs to New Orleans
41	Rebuilding destroyed neighborhoods
29	Making public transportation more available

15. As I read each one of these areas for rebuilding the greater New Orleans area, please tell me how much progress you think has been made so far – a lot, some, not too much or none at all. How much progress has been made in (INSERT)? (SCRAMBLE ITEMS)

These questions were asked of half the sample. The other half of the sample were asked different questions in Q14

Interviewer Note: Re-read every third item "How about (insert item) should this be one of the top priorities for rebuilding efforts, very important, somewhat important, not too important, or not at all important?"

N = 635

	<u>A lot</u>	<u>Some</u>	<u>Not too much</u>	<u>None at all</u>	<u>Don't know</u>	<u>Ref.</u>
a. Controlling crime and assuring public safety						
2008 Orleans	4	24	36	35	*	1
2006 Orleans	3	28	46	21	1	--
b. Making medical facilities and services more available						
2008 Orleans	5	33	40	19	3	--
c. Making public transportation more available						
2008 Orleans	7	39	33	12	8	*
d. Rebuilding destroyed neighborhoods						
2008 Orleans	5	39	42	13	2	*
2006 Orleans	3	30	44	22	2	--
e. Making affordable housing more available						
2008 Orleans	3	21	37	35	4	*
2006 Orleans	3	25	39	25	7	--
f. Strengthening the public school system						
2008 Orleans	7	34	33	19	6	*
g. Repairing the levees, pumps, and floodwalls						
2008 Orleans	11	49	25	9	6	*
2006 Orleans	12	51	24	4	9	*
h. Attracting more businesses and jobs to New Orleans						
2008 Orleans	9	34	38	15	3	*

Q.15 "A lot" and "Some" Summary

N = 635

2008 Orleans

60	Repairing the levees, pumps, and floodwalls
46	Making public transportation more available
44	Rebuilding destroyed neighborhoods
43	Attracting more businesses and jobs to New Orleans
41	Strengthening the public school system
38	Making medical facilities and services more available
28	Controlling crime and assuring public safety
24	Making affordable housing more available

17. Do you think the rebuilding of New Orleans is a priority for Congress and the president, or is it not a priority?

Interviewer note: If respondent indicates that they think it SHOULD be a priority, please repeat the question and emphasize "IS it a priority?"

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
37	37	Priority
60	59	Not a priority
3	4	Don't know
*	--	Refused

18. Do you think most Americans are still aware that New Orleans has not fully recovered from Katrina, or do you think most Americans have forgotten the challenges facing New Orleans?

2008 Orleans

30	Most are still aware
65	Most have forgotten
4	Don't know
*	Refused

19. Would you say that the amount of money and other support that the federal government has provided the city of New Orleans since Hurricane Katrina has been (too much), (too little), or just about right? (ROTATE ITEMS IN PARENTHESES)

2008 Orleans

2	Too much
77	Too little
14	Just about right
6	Don't know
1	Refused

20. Do you think the federal dollars that have been provided for hurricane recovery have been mostly (well spent), or mostly (misspent)? (ROTATE ITEMS IN PARENTHESES)

2008 Orleans

17	Mostly well spent
72	Mostly misspent
9	Don't know
1	Refused

21. Do you think low-lying areas destroyed by the flood should be rebuilt, or not?

2008 Orleans

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
73	78	Should be rebuilt
20	17	Should not be rebuilt
6	5	Don't know
1	1	Refused

23. How would you rate the job the local news media have done in covering New Orleans' recovery from Katrina: excellent, good, not so good, or poor? (ROTATE Q23 and Q24)

2008 Orleans

76	Positive (Net)
26	Excellent
50	Good
21	Negative (Net)
14	Not so good
7	Poor
2	Don't know
*	Refused

24. How would you rate the job the national news media have done in covering New Orleans' recovery from Katrina: excellent, good, not so good, or poor? (ROTATE Q23 and Q24)

2008 Orleans

51	Positive (Net)
12	Excellent
39	Good
45	Negative (Net)
29	Not so good
16	Poor
3	Don't know
*	Refused

25. Do you think race relations today in the greater New Orleans area are (better), (worse), or about the same as they were before Hurricane Katrina? (ROTATE ITEMS IN PARENTHESES)

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
12	10	Better
28	37	Worse
57	49	About the same
3	4	Don't know
*	--	Refused

26. Do you feel that African Americans in the greater New Orleans area are being given (better), (worse), or about the same treatment and opportunities in the rebuilding process as whites? (ROTATE ITEMS IN PARENTHESES)

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
8	5	Better treatment and opportunities in rebuilding
36	38	Worse treatment and opportunities
46	45	About the same treatment and opportunities
8	11	Don't know
1	*	Refused

27. I'm going to read you a list of things some people might worry about. I'd like you to tell me how worried you are about each of the following things. How worried are you that (INSERT ITEM) – Very worried, somewhat worried, not too worried, or not at all worried? (SCRAMBLE ITEMS)

Q27f is based on those with children under the age of 19 living in their household. N= 406

	<u>Very</u>	<u>Some- what</u>	<u>Not too</u>	<u>Not at all</u>	<u>Retired/ NA (vol.)</u>	<u>Don't know</u>	<u>Ref.</u>
a. You won't have enough income to meet all your needs							
2008 Orleans	37	29	18	16	1	--	*
2006 Orleans	38	33	19	9		*	--
b. Health care services may not be available if you need them							
2008 Orleans	46	28	15	11	1	*	*
2006 Orleans	42	43	10	4		*	--
c. The levees will not be rebuilt with enough strength to protect your neighborhood							
2008 Orleans	47	29	15	8	*	*	--
2006 Orleans	53	34	8	4		1	--
d. You won't be able to find or afford a decent place to live							
2008 Orleans	32	20	20	27	*	*	1
2006 Orleans	33	29	21	16		1	--
e. You will be the victim of a violent crime							
2008 Orleans	31	35	22	12	--	*	*
f. Your children won't be able to get a good education							
2008 Orleans	48	20	17	15	1	--	--
g. You won't be able to find or keep a good job							
2008 Orleans	21	21	20	22	16	1	*
h. Another hurricane will hit this area and cause similar or worse damage than Katrina							
2008 Orleans	37	31	18	13	*	*	*
2006 Orleans	44	35	15	5		*	*

Q.27 "Very" Summary

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
37	38	You won't have enough income to meet all your needs
46	42	Health care services may not be available if you need them
47	53	The levees will not be rebuilt with enough strength to protect your neighborhood
32	33	You won't be able to find or afford a decent place to live
31	N/A	You will be the victim of a violent crime
48	N/A	Your children won't be able to get a good education
21	N/A	You won't be able to find or keep a good job
37	44	Another hurricane will hit this area and cause similar or worse damage than Katrina

29. Would you describe the people of New Orleans as (mainly unified), or (mainly divided by things like race or income)? (ROTATE ITEMS IN PARENTHESES)
Interviewer note: If respondent indicates they think New Orleans should be unified, please repeat the question and emphasize "Would you describe the people of New Orleans as..."

2008 Orleans

24	Mainly unified
70	Mainly divided by things like race or income
5	Don't know
*	Refused

- 29a. Do you see that as a problem, or not?
Based on those who would describe the people of New Orleans as mainly divided by things like race or income.

2008 Orleans

89	Yes, problem
10	No, not a problem
1	Don't know
*	Refused

N=910

Q.29/29a Combination Table Based on Total

2008 Orleans

24	Mainly unified
70	Mainly divided
63	Problem
7	Not a problem
5	Don't know
*	Refused

- 29b. Would you say the city is mainly divided (by race) or mainly divided (between rich and poor)? (ROTATE ITEMS IN PARENTHESES)
Based on those who would describe the people of New Orleans as mainly divided by things like race or income.

2008 Orleans

22	Divided by race
47	Divided between rich and poor
27	Both by race and between rich and poor (vol.)
2	Other/something else (vol.)
2	Don't know
*	Refused

N=910

Q.29/29b Combination Table Based on Total

2008 Orleans

24	Mainly unified
70	Mainly divided
15	By race
33	Between rich and poor
19	By both (vol.)
1	By other/something else (vol.)
5	Don't know
*	Refused

30. Do you see New Orleans' diversity in terms of having many different racial and ethnic groups as generally (good) for the city or generally (bad) for the city? (ROTATE ITEMS IN PARENTHESES)

2008 Orleans

74	Good
16	Bad
7	Makes no difference (vol.)
*	Are both good and bad aspects (vol.)
2	Don't know
1	Refused

31. Would you say your neighborhood does or does not have enough (INSERT)? (SCRAMBLE)
Interviewer note: If respondent says 'there aren't any', code as 'does not have enough'.

2008 ORLEANS	Does have <u>enough</u>	Does not have <u>enough</u>	Don't know	Ref.
a. Places where you can buy groceries	50	50	*	*
c. Restaurants	56	43	1	*
d. Places where children can play outside	32	66	2	*
e. Bus service	43	47	9	*
f. Police presence	52	47	1	*
h. Places of worship	74	21	3	1

Q.31 "Does have enough" Summary

2008 Orleans

50	Places where you can buy groceries
56	Restaurants
32	Places where children can play outside
43	Bus service
52	Police presence
74	Places of worship

33. Would you say your neighborhood public schools are doing a (better job) than before Katrina, a (worse job), or are they about the same? (ROTATE ITEMS IN PARENTHESES)

2008 Orleans

22	Better job
24	Worse job
33	About the same
6	No public schools in neighborhood (vol.)
13	Don't know
2	Refused

34. Generally speaking, do you think the growing number of immigrant workers has been (good) for New Orleans, (bad) for New Orleans, or hasn't it made much difference? (ROTATE ITEMS IN PARENTHESES)

2008 Orleans

58	Good for New Orleans
16	Bad for New Orleans
22	Hasn't made much difference
4	Don't know
1	Refused

35. These days, how safe from crime do you feel in your neighborhood? Would you say you feel very safe from crime, somewhat safe, not too safe, or not safe at all?

2008 Orleans

71	Safe (Net)
17	Very safe from crime
54	Somewhat safe
29	Not safe (Net)
19	Not too safe
10	Not safe at all
*	Don't know
--	Refused

36. How much confidence do you have in the ability of the police to protect you from violent crime – a great deal, quite a lot, not very much, or none at all?

2008 Orleans

29	Confidence in police (Net)
6	A great deal
23	Quite a lot
68	No confidence (Net)
51	Not very much
17	None at all
2	Don't know
1	Refused

37. How would you rate the way insurance companies have responded to the needs of people in New Orleans: excellent, good, not so good, or poor?

2008 Orleans

15	Positive (Net)
2	Excellent
13	Good
81	Negative (Net)
32	Not so good
49	Poor
3	Don't know
1	Refused

38. How serious a problem is political corruption in New Orleans today? Would you say... very serious, somewhat serious, not too serious, or not at all serious?

2008 Orleans

86	Serious (Net)
58	Very serious
28	Somewhat serious
11	Not serious (Net)
8	Not too serious
2	Not at all serious
3	Don't know
*	Refused

39. Thinking now about job opportunities in New Orleans, would you say (there are plenty of good jobs available) or (good jobs are difficult to find)? (ROTATE ITEMS IN PARENTHESES)

2008 Orleans

28	Available
64	Difficult to find
8	Don't know
*	Refused

40. How would you rate New Orleans in terms of career opportunities for young people? Would you say it provides young people with excellent, good, not so good, or poor career opportunities?

2008 Orleans

35	Positive career prospects (Net)
5	Excellent
30	Good
61	Negative career prospects (Net)
40	Not so good
21	Poor
3	Don't know
1	Refused

41. Thinking about your family's financial situation, would you say you are living comfortably, just getting by, or struggling to make ends meet?

2008 Orleans

38	Living comfortably
41	Just getting by
21	Struggling to make ends meet
*	Don't know
*	Refused

42. In the past 6 months, did you or another family member in your household have problems paying for medical bills, or not?

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
25	9	Yes, had problems paying bills
74	88	No, did not have problems paying for bills
1	3	Don't know
*	--	Refused

43. How much of a financial impact have these medical bills had on your household – a major impact, minor impact or no impact at all?

Based on those who had someone in their household with problems paying for medical bills.

<u>2008 Orleans</u>	
55	Major impact
40	Minor impact
4	No impact at all
1	Don't know
*	Refused

N=306

Q.42/43 Combination Table Based on Total

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
25	9	Had problems paying for medical bills (Net)
14	5	Major impact
10	3	Minor impact
1	1	No impact at all
74	88	Did not have a problem paying medical bills
1	3	Don't know
*	--	Refused

45. What best describes your employment situation today? (READ LIST)

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
55	54	Employed (Net)
45	45	Employed full-time
10	9	Employed part-time
7	9	Unemployed and currently seeking employment
3	3	Unemployed and not seeking employment
5	6	A student
19	16	Retired
7	6	On disability and can't work
3	5	A homemaker or stay at home parent
1		Self employed/freelance (vol.)
*	2	Other (vol.)
*	--	Don't know
*	*	Refused

- D8. Are you currently (READ LIST)?

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
47	40	Married
9	7	Living as married
26	29	Single, never married
2	4	Separated
9	12	Divorced
7	7	Widowed
*	1	Refused

D9. Aside from yourself (and your spouse/and your partner), are there any other adults living in your household, or not?

2008 Orleans

47	Yes
52	No
--	Don't know
*	Refused

D9a. How many?

Based on those who have any other adults living in their household besides themselves or themselves and their spouse or partner.

2008 Orleans

52	1
27	2
14	3
4	4
3	5+
*	Refused

N=396

D8/D9/D9a Total Adults Living in Household Based on Total

2008 Orleans

17	1
48	2
20	3
15	4+
*	Undetermined

46. Is there any other adult in this household (including your spouse or partner) who is employed?
Based on those who have any other adults living in their household besides themselves.

2008 Orleans

59	Yes
41	No
--	Don't know
*	Refused

N=866

47. Does your job today pay enough to cover your basic needs such as housing and food, or not?
Based on those who are employed.

2008 Orleans

2006 Orleans

76	70	Yes
23	29	No
*	*	Don't know
*	1	Refused

N=718

N=472

Q.45/47 Combination Table Based on Total

2008 Orleans

2006 Orleans

55	54	Employed today (Net)
42	38	Pays enough to cover basic needs
13	16	Does not pay enough to cover basic needs
45	46	Not employed today
*	--	Don't know
*	*	Refused

48. Does your job today offer you health insurance coverage, or not?
Based on those who are employed.

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
65	54	Yes
34	46	No
*	*	Don't know
1	*	Refused
N=718	N=472	

Q.45/48 Combination Table Based on Total

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
55	54	Employed today (Net)
36	29	Offers health insurance
19	25	Does not offer health insurance
45	46	Not employed today
*	--	Don't know
*	*	Refused

READ: Now I'd like to ask you about the health care situation in and around New Orleans today...

49. Please tell me whether or not you think each of the following should be the most important priority for rebuilding New Orleans' health care system, very important, somewhat important, not too important, or not at all important. How about (READ FIRST ITEM) should that be the most important priority for rebuilding New Orleans' health care system, very important, somewhat important, not too important, or not at all important? How about (READ NEXT ITEMS)? (ROTATE ITEMS)

2008 ORLEANS	Most important priority*	Very important	Somewhat important	Not too important	Not at all important	Don't know	Ref.
a. Increasing the number of community clinics							
2008 Orleans	30	55	11	1	1	2	*
2006 Orleans	32	62	5	1	*	*	*
b. Bringing in more doctors, nurses and other health workers							
2008 Orleans	37	55	6	2	*	1	*
2006 Orleans	38	60	3	*	*	*	--
c. Building a new hospital to replace Charity hospital							
2008 Orleans	40	47	7	2	2	1	1
d. Expanding health insurance coverage to more people							
2008 Orleans	38	52	8	1	*	1	1
e. Opening more emergency care services							
2008 Orleans	31	56	10	2	*	1	*
2006 Orleans	34	59	5	*	*	*	--

* In the 2006 survey, the wording for the first response category was "One of the top priorities" instead of "Most important priority"

Q.49 "The most important priority" Summary

<u>2008 Orleans</u>	
40	Building a new hospital to replace Charity hospital
38	Expanding health insurance coverage to more people
37	Bringing in more doctors, nurses and other health workers
31	Opening more emergency care services
30	Increasing the number of community clinics

52. Do you think there are enough health care services currently available for uninsured and low-income people in the greater New Orleans area, or not?

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
6	1	Yes
89	93	No
4	6	Don't know
1	--	Refused

53. In general, would you say your health is excellent, very good, good, fair, or poor?

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
16	21	Excellent
28	40	Very good
26	24	Good
22	12	Fair
8	2	Poor
*	*	Don't know
--	--	Refused

54. Has a doctor or other health professional EVER told you that you have any of the following health conditions? How about (INSERT ITEM)? (SCRAMBLE)

- a. Hypertension or high blood pressure

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
37	27	Yes
63	72	No
*	1	Don't know
*	*	Refused

- b. Diabetes or high blood sugar

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
15	13	Yes
84	87	No
1	*	Don't know
*	*	Refused

- c. Asthma or other breathing problems

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
17	9	Yes
82	90	No
*	1	Don't know
*	--	Refused

- d. Heart Disease

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
11	8	Yes
88	92	No
1	*	Don't know
*	*	Refused

- e. Cancer

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
5	5	Yes
94	95	No
1	--	Don't know
*	*	Refused

- f. A physical disability

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
12	7	Yes
87	93	No
*	--	Don't know
*	*	Refused

g. Severe overweight or obesity

Interviewer note: If respondent seems unsure whether they qualify here, repeat questions, stressing "Has a DOCTOR or other HEALTH PROFESSIONAL ever told you..."

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
9	6	Yes
90	94	No
*	*	Don't know
*	--	Refused

h. A serious mental illness such as depression

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
15	5	Yes
85	95	No
*	*	Don't know
*	--	Refused

i. Any other chronic health condition

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
10	3	Yes
1	*	Allergies
2	1	Arthritis
1	*	Back condition
*	*	Blood condition
*	*	Carpal Tunnel Syndrome
*	--	COPD
*	*	Eye condition
--	*	Heart condition
*	*	Fibromyalgia
*	*	Kidney condition
*	*	Seizure disorder
*	--	Thyroid condition
1	NA	High cholesterol
1	NA	Auto immune diseases (lupus, etc.)
1	NA	Infectious diseases (i.e., hepatitis, HIV/AIDS, etc.)
*	NA	Stroke
1	NA	Gastrointestinal
*	NA	Skin conditions (psoriasis, eczema, etc.)
2	1	Any other chronic condition
90	97	No
*	*	Don't know
*	--	Refused

Q.54 "Yes" Summary

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
61	41	Any (Net)
37	27	a. Hypertension or high blood pressure
15	13	b. Diabetes or high blood sugar
17	9	c. Asthma or other breathing problems
11	8	d. Heart Disease
5	5	e. Cancer
12	7	f. A physical disability
9	6	g. Severe overweight or obesity
15	5	h. A serious mental illness such as depression
10	3	i. Any other chronic health condition
39	59	None of these

55. Do you have a disability, handicap or chronic disease like the ones I just asked about that keeps you from participating fully in work, housework, school or other activities?

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
13	9	Yes
87	91	No
*	*	Don't know
*	*	Refused

57. In general, would you say your mental health is excellent, very good, good, fair, or poor?

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
23	24	Excellent
30	45	Very good
27	20	Good
15	9	Fair
5	1	Poor
*	*	Don't know
*	--	Refused

58. Does your fair or poor mental health keep you from participating fully in work, housework, school or other activities?
Based on those who are in fair or poor mental health.

<u>2008 Orleans</u>	
35	Yes
65	No
*	Don't know
--	Refused
N=255	

59. Overall, how well would you say your health needs are being met today? Very well, somewhat well, not too well, or not at all well?

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
42	36	Very well
44	53	Somewhat well
10	9	Not too well
4	2	Not at all well
1	1	Don't know
--	--	Refused

60. What is your main source of health insurance coverage today, if any?

If respondent is having trouble deciding between Medicare and Medicaid, read: "Medicaid is the state-run program that provides health insurance and long-term care to certain low-income children and individuals." "Medicare is the federal health program for people 65 and older for certain people under 65 with long-term disabilities."

If respondent has both Medicare and Medicaid, probe about which they view as their primary coverage.

If respondent has COBRA code as "Private insurance that you bought on your own."

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
42	37	Private insurance through an employer
9	11	Private insurance that you bought on your own
20	16	Medicare (sometimes called Tenet 65- People's Health, Advantage, or Wellcare)
8	8	Medicaid (sometimes called LaCHIP or CommunityCare)
2	2	The VA or other government program
18	26	None, you are uninsured
*	1	Don't know
*	--	Refused

61. Thinking about where you got your health care before Hurricane Katrina, would you say the place you usually went was Charity Hospital or one of its clinics, or not?

<u>2008 Orleans</u>	
22	Main source of care was Charity Hospital or a Charity clinic
72	Main source of care was somewhere else
5	Don't know
1	Refused

- 61a. Today, what kind of place, if any, do you usually go when you are sick or when you need advice about your health? Is it a (READ ENTIRE LIST)?

Interviewer note: Please read all options; read numbers in front of each option.

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
18	31	A hospital emergency room
14	14	A clinic at a hospital
8	6	A neighborhood clinic or health center
48	43	A private doctor's office
NA	*	A temporary or mobile clinic
1	*	Clinic (unspecified hospital clinic or neighborhood clinic) (vol.)
1	*	Hospital (unspecified ER or clinic) (vol.)
*	NA	VA (vol.)
*	NA	University/student health center (vol.)
7	3	No usual place of care (vol.)
1	*	Some other place (vol.)
1	2	Don't know
*	*	Refused

- 61b. What is the name of the place where you usually go for care?

Based on those who go to a clinic at a hospital or neighborhood health center for medical advice or care.

<u>2008 Orleans</u>	
20	Covenant House, Tulane Clinic at Covenant House, Drop-In Clinic/Tulane Clinic
12	Ochsner (unspecified clinic or hospital)
7	Ochsner Clinic (vol.)
3	1400 Teche/Common Ground Health Clinic
3	Avondale, Marerro, River Ridge/Jefferson Community Health
3	University Hospital
2	Charter Science and Math High School/LSU School Based Clinic
2	Odyssey House
2	Ochsner Medical Center/Hospital
2	Touro Clinic
1	Daughters of Charity Bywater Clinic/St. Cecelia Clinic
1	Daughters of Charity Causeway Clinic/Metairie Clinic
1	Algiers Community Health Clinic/Excelth
1	Family Health Center/Leading Edge Services
1	St. Charles Community Health Center
1	Hutchinson Clinic/MCLNO Clinic at Hutchinson Building, LSU Clinic at Hutchinson
1	East Jefferson General Hospital
1	Charity Hospital (MCLNO)
1	Veterans Affairs Medical Center
1	St. Thomas Clinic
1	Operation Blessings Clinic
*	Edna Pillsbury Clinic/New Orleans Health Clinic
*	Eleanor McMain High School/LSU School Based Clinic
*	HIV/AIDS Outpatient Clinics/MCLNO/HIV/AIDS Clinic/HOP Clinic
*	Lakeside Children's Clinic
*	Musicians Clinic/St. Anna's, New Orleans Musicians Clinic
*	Ida Hymel Clinic/New Orleans Health Department
10	Some other place
14	Don't know
7	Refused
N=283	

62. Is there a health clinic in your neighborhood that offers medical care to people even if they don't have insurance or can't pay the full cost?

<u>2008 Orleans</u>	
14	Yes
65	No
19	Don't know
1	Refused

63. Have you ever used this clinic, or not?
Based on those who have a health clinic in their neighborhood that offers care for those who can't afford it.

2008 Orleans

30	Yes
70	No
--	Don't know
--	Refused

N=210

Q.62/63 Combination Table based on Total

2008 Orleans

14	Have a health clinic in neighborhood that offers medical care to those who can't afford it (Net)
4	Ever used
10	Never used
65	Neighborhood does not have clinic that offers medical care to those who can't afford it
19	Don't know
1	Refused

64. Which, if any, of the following is the main reason why you don't use that local health clinic? (READ LIST) (ROTATE LIST)
Based on those who have a health clinic in their neighborhood that offers care for those who can't afford it but have never used the clinic, don't know if they have, or refused to answer if they have used it.

2008 Orleans

48	You already have a regular doctor and don't want to change
7	You have insurance and thought the clinics were mainly for uninsured people
5	It isn't open at the times you need to see a doctor
2	You have to wait too long for an appointment
1	It looks unsafe OR dirty
1	It doesn't offer the types of services or medical care you need
11	You had no need to visit a health clinic (vol.)
10	None of these (vol.)
12	Don't know
3	Refused

N=150

65. Today, how easy or difficult is it for you to get to the place where you would go for medical care? Is it very easy, somewhat easy, somewhat difficult, or very difficult?
Based on those who have a place they usually go for care when they are sick or need medical advice

2008 Orleans2006 Orleans

48	48	Very easy
32	32	Somewhat easy
13	11	Somewhat difficult
5	4	Very difficult
1	4	Don't know
*	--	Refused

N=1172

N=883

66. In general, is there a particular doctor or nurse you see at the place you usually go for health care or advice, or not?
Based on those who have a place they usually go for care when they are sick or need medical advice

2008 Orleans2006 Orleans

67	50	Yes
32	49	No
1	*	Don't know
*	1	Refused

N=1172

N=861

Q.61a/66 Regular Doctor or Nurse Combination Table Based on Total

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
61	47	Have a particular doctor or nurse at the place you go for health care advice
38	51	Do not have a particular doctor or nurse/Do not have a regular place to go for health care advice
1	2	Don't know/Refused

67. Do you think your regular doctor understands your medical history, or not?
Based on those who have a place they usually go for care and see a particular doctor or nurse.

<u>2008 Orleans</u>	
90	Yes
8	No
2	Don't know
--	Refused
N=842	

68. Does your regular doctor or someone at the clinic help you coordinate or arrange the care you receive from other doctors and places, or not?
Based on those who have a place they usually go for care (excluding hospital emergency room)

<u>2008 Orleans</u>	
69	Yes
20	No
9	Not applicable (vol.)
2	Don't know
*	Refused
N=990	

69. How easy or difficult is it for you to get medical advice from your clinic or doctors office during regular practice hours by TELEPHONE? Would you say it is (READ LIST)? (ROTATE RESPONSE OPTIONS (1-4/4-1))
Based on those who have a place they usually go for care (excluding hospital emergency room)

<u>2008 Orleans</u>	
65	Easy (Net)
35	Very easy
30	Somewhat easy
25	Difficult (Net)
16	Somewhat difficult
9	Very difficult
7	Never tried to contact by telephone (vol.)
1	Not applicable (vol.)
1	Don't know
*	Refused
N=990	

70. How easy or difficult is it for you to get care in the evenings, on weekends, or on holidays without going to the hospital emergency department? Is it: (READ LIST)? (ROTATE OPTIONS 1-4/4-1)
Based on those who have a place they usually go for care (excluding hospital emergency room)

<u>2008 Orleans</u>	
30	Easy (Net)
13	Very easy
17	Somewhat easy
49	Difficult (Net)
24	Somewhat difficult
25	Very difficult
4	Never tried/Never needed off-hour care (vol.)
16	Not applicable (vol.)
1	Don't know
*	Refused
N=990	

71. Last time you were sick or needed medical attention, how quickly were you able to get an appointment with your doctor or clinic?

Based on those who have a place they usually go for care (excluding hospital emergency room)

2008 Orleans

28	On the same day
18	The next day
18	In 2 to 3 days
15	Within a week
12	After more than a week
2	Were you never able to get an appointment
6	Don't know
1	Refused

N=990

72. Do you currently take any prescription medicine on a daily basis, or not?

2008 Orleans

2006 Orleans

52	40	Yes
47	60	No
*	--	Don't know
*	*	Refused

READ: In the next set of questions, I would like to ask you about the past 6 months, that is, roughly since Halloween.

74. How many times, if any, have you (INSERT ITEM) in the past 6 months?

If necessary: Not including a minister or faith-based counselor.

- a. Received care in a hospital emergency room

2008 Orleans

2006 Orleans

80	72	None
11	22	1
4	4	2
4	2	3+
--	*	Other
*	--	Don't know
*	--	Refused

- b. Been admitted overnight to a hospital

2008 Orleans

2006 Orleans

91	79	None
6	19	1
2	1	2
*	1	3+
*	--	Don't know
*	--	Refused

- c. Visited a doctor's office or clinic for your own health – please do not include mental health care, dental visits or telephone calls

2008 Orleans

2006 Orleans

38	48	None
17	25	1
17	9	2
27	18	3+
*	*	Don't know
*	*	Refused

- d. Received mental health services from a doctor, mental health counselor, or therapist

2008 Orleans

2006 Orleans

89	81	None
2	17	1
2	1	2
6	1	3+
--	*	Other
*	--	Don't know
*	--	Refused

Q.74 Summary Table

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
66	56	Went to any at least once (Net)
19	27	Received care in a hospital emergency room
9	21	Been admitted overnight to a hospital
61	52	Visited a doctor's office or clinic for your own health
10	19	Received mental health services from a doctor, mental health counselor, or therapist
33	43	Did not
1	*	Don't know/Refused

75. In the past 6 months, have you taken a prescription medicine for problems with your emotions, nerves, or mental health, or not?

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
17	8	Yes
83	91	No
*	*	Don't know
*	*	Refused

76. In the past 6 months, have you received any preventive health services, such as a yearly check-up, or routine test?

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
47	45	Yes
52	55	No
*	1	Don't know
*	*	Refused

77. In the past 6 months – since about Halloween – did you (INSERT ITEM)

- a. NOT get, or postpone getting medical care when you needed it, or not?

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
18	9	Yes
82	90	No
*	*	Don't know
*	--	Refused

- b. NOT fill a prescription, skip doses, or take less than the prescribed dose of a medication, or not?

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
15	6	Yes
84	94	No
*	*	Don't know
*	--	Refused

- c. Have a problem getting follow-up care recommended by a doctor, such as an appointment with a specialist, a test or a procedure?

<u>2008 Orleans</u>	
9	Yes
90	No
1	Don't know
*	Refused

Q.77a/b/c Summary Table

<u>2008 Orleans</u>	
26	Any (Net)
18	NOT get, or postpone getting medical care when you needed it
15	NOT fill a prescription, skip doses, or take less than the prescribed dose of a medication
9	Have a problem getting follow-up care recommended by a doctor, such as an appointment with a specialist, a test or a procedure
74	None of these
--	Don't know/Refused

80. Overall, how well would you say the health needs of the children in your household are being met? Very well, somewhat well, not too well, or not at all well?
Based on those with children under the age of 19 living in their household.

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
62	67	Very well
32	24	Somewhat well
4	4	Not too well
2	1	Not at all well
1	1	Don't know
*	3	Refused
N=406	N=293	

81. Does any child under the age of 19 in your household currently have health insurance through Medicaid or LaCHIP?
Based on those with children under the age of 19 living in their household.

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
56	46	Yes
42	49	No
3	3	Don't know
--	3	Refused
N=406	N=293	

Q.11/81 Combination Table Based on Total

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
37	34	Children in household (Net)
21	15	Medicaid/LaCHIP
16	17	No Medicaid/LaCHIP
62	66	No children
--	--	Don't know
*	--	Refused

82. Is any child in your household currently uninsured – that is, not covered by health insurance or a health plan?
Based on those with children under the age of 19 living in their household.

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
12	11	Yes, uninsured
85	85	No, all are insured
3	1	Don't know
--	3	Refused
N=406	N=293	

Q.11/82 Combination Table Based on Total

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
37	34	Children in household (Net)
5	4	At least one child is uninsured
32	28	All children are insured
62	66	No children
--	--	Don't know
*	--	Refused

84. Has any child in your household been to a doctor for a check-up, immunization, or other routine health care in the past 6 months, or not?
Based on those with children under the age of 19 living in their household.

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
75	68	Yes
22	27	No
2	2	Don't know
--	3	Refused
N=406	N=293	

85. In the past 6 months, did any child in your household NOT get or postpone getting health care – such as medical care, prescription drugs, or immunizations – when he or she needed it, or not?

Based on those with children under the age of 19 living in their household.

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
13	17	Yes
84	78	No
2	2	Don't know
--	3	Refused
N=406	N=293	

86. Has any child in your household EVER been diagnosed by a doctor or other health professional with any of the following health conditions: (ROTATE ITEMS)

Interviewer note: If the respondent seems unsure whether they qualify here, repeat question, stressing "Has a DOCTOR or other HEALTH PROFESSIONAL ever told you..."

Based on those with children under the age of 19 living in their household.

a. Diabetes or high blood sugar

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
2	1	Yes
97	94	No
1	1	Don't know
*	3	Refused
N=406	N=293	

b. Asthma or other breathing problems

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
21	15	Yes
78	81	No
1	1	Don't know
*	3	Refused
N=406	N=293	

c. A physical disability

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
4	--	Yes
95	97	No
1	1	Don't know
1	3	Refused
N=406	N=293	

d. Severe overweight or obesity

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
3	1	Yes
96	95	No
1	1	Don't know
*	3	Refused
N=406	N=293	

e. A serious emotional or behavior problem

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
11	7	Yes
88	90	No
1	1	Don't know
*	3	Refused
N=406	N=293	

f. Any other chronic health condition

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
4	1	Yes
95	95	No
1	1	Don't know
*	3	Refused
N=406	N=293	

Q.86 Summary

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
30	20	Any (Net)
2	1	Diabetes or high blood sugar
21	15	Asthma or other breathing problems
4	--	A physical disability
3	1	Severe overweight or obesity
11	7	A serious emotional or behavior problem
2	1	Any other chronic health condition
3	N/A	Allergies/sinus (vol.)
*	NA	ADHD (vol.)
70	80	None of these
N=406	N=293	

87. Does any child in your household have a disability, handicap or chronic disease like the ones I just asked about that keeps him or her from participating fully in school or other activities?

Based on those with children under the age of 19 living in their household.

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
8	3	Yes
92	93	No
1	1	Don't know
*	3	Refused
N=406	N=293	

88. Does any child in your household have emotional or behavioral problems that keep him or her from participating fully in school or other activities?

Based on those with children under the age of 19 living in their household.

<u>2008 Orleans</u>	
8	Yes
91	No
1	Don't know
*	Refused
N=406	

DEMOGRAPHICS

READ: Finally, I have just a few questions that we will use to describe the people who took part in this survey

D1. Please tell me whether you have each of the following... (First/Next) how about, (INSERT ITEM)?

a. A land telephone line at home

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
79	68	Yes, have
21	31	No, do not have
--	*	Don't know
*	1	Refused

b. A cell phone

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
86	80	Yes, have
13	18	No, do not have
1	1	Don't know
*	2	Refused

c. Internet access at home

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
64	44	Yes, have
35	54	No, do not have
*	1	Don't know
*	1	Refused

d. Internet access readily available somewhere else

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
64	44	Have Internet access at home
12	7	Have Internet access readily somewhere else
23	43	Do not have Internet access
*	5	Don't know
*	1	Refused

D2. Do you have a car, or not?

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
80	78	Yes
20	21	No
*	*	Don't know
*	*	Refused

D3. Do you rely on public transportation, or not?

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
22	18	Yes
78	82	No
*	*	Don't know
*	*	Refused

D4. Which of the following best describes your situation? (READ LIST)

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
52	54	I own this residence
36	36	I rent this residence
10	6	I'm staying with my family or friends
1	*	I'm staying in a FEMA trailer
*	*	Living in a rent-free accommodation
*	*	Other (vol.)
NA	3	Living in obvious temporary housing
--	*	Don't know
1	*	Refused

D5. Are you CURRENTLY planning to move or seriously considering moving away from the greater New Orleans area, or not?

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
22	12	Yes
75	85	No
2	3	Don't know
1	*	Refused

D6. What is the last grade or class that you completed in school?

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
39	42	High school graduate or less (Net)
13	12	Less than high school graduate (Subnet)
2	3	None or grade 1-8
11	10	High school incomplete
26	29	High school graduate (Subnet)
25	26	High school graduate
1	3	GED
60	57	Some college or more (Net)
23	18	Some college, no 4-yr degree
3	7	Business, tech/vocational school
35	31	College graduate+ (Subnet)
19	17	College graduate
16	14	Post-graduate training
1	2	Refused

D7. What is your age?

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
19	18	18-29
32	39	30-49
28	27	50-64
19	17	65+
2	*	Refused

D11. Are you, yourself, of Hispanic or Latino background, such as Mexican, Puerto Rican, Cuban, or some other Latin or Central American background?

D13. What is your race? Are you white, black or African American, Asian, or some other race?

D11/D13 Race Summary Table

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
35	39	White
56	53	Black or African American
2	1	Asian American
5	5	Hispanic (Net)
2	2	White Hispanic
*	*	Black Hispanic
--	*	Asian
3	2	Other Hispanic
*		Hispanic unspecified
1	1	Some other race
1	*	Refused

D15. To help us describe the people who took part in our study, it would be helpful to know which category best describes your family income last year before taxes. Family income only includes income from you yourself, (AND your spouse, you're your dependent children under 19 who are living in your household). (READ LIST)

D15/a/b Individual Income Summary Table

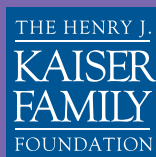
<u>2008 Orleans</u>	
34	Less than 200% of the Federal Poverty Line (Net)
14	Less than 100%
6	Less than 50%
8	50% to 99%
17	100% to 199%
3	Less than 200% unspecified
49	More than 200% of the Federal Poverty Line (Net)
14	200% to 299%
32	300% and above
3	200% and up unspecified
6	Don't know
11	Refused

Parish and Neighborhood

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
100	100	Orleans Parish (Net)
16	23	Algiers
4	6	Audubon
*	--	BW Cooper
2	2	English Turn
3	4	French Quarter
12	17	Garden District
8	4	Gentilly
5	3	Lakeview
1	*	Lower 9 th Ward
7	7	Marigny
11	8	MidCity
13	7	New Orleans East
3	2	7 th Ward
15	17	Uptown

D17. INTERVIEWER, RECORD RESPONDENT GENDER

<u>2008 Orleans</u>	<u>2006 Orleans</u>	
46	44	Male
54	56	Female



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